

# Privacy Policy for Weg Cleaners

## 1. Introduction

Weg Cleaners ("we," "us," or "our") is committed to safeguarding the privacy of our clients and website visitors. This Privacy Policy outlines how we collect, use, and protect your personal information in accordance with the Protection of Personal Information Act, 2013 ("POPIA").

## 2. Information We Collect

We may collect personal information directly from you when you:

- Request our cleaning services
- Contact us via phone, email, or our website
- Interact with our social media platforms

The types of personal information we collect may include:

- Full name
- Contact details (email address, phone number)
- Residential or business address
- Payment information
- IP address and browsing information when using our website

## 3. Purpose of Collection and Use of Personal Information

Your personal information is collected and used for the following purposes:

- **Service Provision:** To provide our cleaning services and manage our relationship with you.
- **Communication:** To respond to inquiries, send service-related notifications, and provide customer support.
- **Billing and Payments:** To process payments for services rendered.
- **Marketing:** To send you promotional offers, newsletters, and updates about our services (with your consent).
- **Legal Compliance:** To comply with legal obligations and respond to legal processes.

## 4. Disclosure of Personal Information

We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so. We may share your information with:

- **Service Providers:** Third-party service providers who assist us in delivering our services, such as payment processors and IT service providers.
- **Legal Authorities:** Government agencies, regulators, or legal authorities when required by law.

## 5. Security of Personal Information

We are committed to ensuring that your personal information is secure. We implement a variety of security measures, including encryption, secure servers, and access controls, to protect your personal data from unauthorized access, alteration, or disclosure.

## 6. Your Rights

Under POPIA, you have the right to:

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request corrections to your personal information if it is inaccurate or incomplete.
- **Objection:** Object to the processing of your personal information in certain circumstances.
- **Deletion:** Request the deletion of your personal information where applicable.

To exercise any of these rights, please contact us using the details provided below.

## 7. Retention of Personal Information

We will retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. When your information is no longer needed, we will securely delete or anonymize it.

## 8. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience, analyze site traffic, and personalize content. You can control the use of cookies through your browser settings.

## 9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the revised policy will take effect from the date of publication.

## **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or the handling of your personal information, please contact us at:

- **Email:** [w.e.g.cleaners@gmail.com](mailto:w.e.g.cleaners@gmail.com)
- **Phone:** 066 313 3328

**Effective Date:** 22<sup>nd</sup> of August, 2024