

PRIVACY POLICY

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Introduction

Our Privacy Policy states the use of personal information about the customer which the customer discloses to Happy Day Clean through the use of the website or directly.

1. Collection of Information

When using the website through our booking system, the user is required to enter personal information in order to make a booking. This information includes but is not limited to name, address, e-mail address, mobile phone number and payment information. When browsing our website Happy Day Clean receives the user's computer's IP address. By using the website and the booking system the user agrees to the Terms and Condition and to the Privacy Policy. When using the booking system and providing personal information to Happy Day Clean the user states that he is aware of the risks that come with transmission of personal information through the Internet.

2. Consent

In entering sensitive information such as payment information, address, email address, name or phone number, the user gives his consent to the collection and to the use of this information by Happy Day Clean. Payment is collected for the sole reason of the booking, provision and performance of a cleaning service through our Service Providers. Users may be asked for personal information for secondary reasons such as marketing, in this case users will be provided with an opportunity to unsubscribe from such information.

3. Withdrawal of Consent

Users who opt-in can withdraw their consent of the use of their personal information especially their email address for marketing purposes by opting-out or emailing Happy Day Clean through the contact form on the website.

4. Disclosure of Personal Information

Happy Day Clean will use personal information of its customers only for the purpose for which it was collected. Personal information will not be disclosed to third parties without gaining the consent of the user, except if Happy Day Clean is required to disclose such information by law.

5. Use of Personal Information

Happy Day Clean uses personal information of users in three ways. To provide and deliver cleaning services the user requested, to confirm the identity of users and for marketing purposes. Personal information of the user will be added to our customer database. This database can be used for marketing purposes. If the user does not want to receive such information any more at any point of time he may opt-out through the link provided on the e-mail sent to him.

6. Opt-out

The user may opt out from receiving marketing material and promotional offers through the opt-out link in the email. Each email sent for marketing and promotional purposes will include a link to unsubscribe from the relevant emailing list.

7. Access of Personal Information

Customers can review the personal information we hold about them in their member area on our website. Customers also can enquire about the personal information we hold about them through

email, but before we can communicate any private information to the customer, the customer needs to prove his identity to us.

8. Update of Personal Information

Customers who need to update or edit their personal information can do so in their member area on our website. Customers who would like information about them to be removed from our data-base are asked to delete their profile. Provided services, invoices and any information that we legally are required to keep will still be stored in our system for the required amount of time.

9. Security

Personal information Happy Day Clean holds about its users is secured by industry specific firewalls. Users can protect their own sensitive information through the use of safe passwords. Happy Day Clean will not have access to the passwords of its clients.

10. IP Address and Cookies

Happy Day Clean may use cookies to store information about browsing behavior, IP address, browser type, date of visit, accessed and downloaded pages and documents of its users.

11. Third Party Services

If we allow third parties to use, disclose or collect user's information we only do this as much as necessary so they can perform whatever services they provide to Happy Day Clean.

Some of these service providers like payment transaction processors or payment gateways may have their own Privacy Policies and Terms and Conditions when handling information we must provide to them so ensure the user's transactions. The user shall read privacy policies of third party providers so he can understand in which way his information will be dealt with by these third party providers. Some third party providers may underlie a different jurisdiction than Happy Day Clean therefore sensitive information of the user might underlie the laws of different jurisdictions.

12. Links

Our website or the store on our website can contain links to third party websites that may lead you away from our site. Happy Day Clean is not responsible for privacy policies or privacy practices of third party sites or any other site the user may be lead to through our website. Happy Day Clean recommends that the user should read the privacy statements of any site he is lead to. Our Privacy Policy only applies to private information that is collected directly by Happy Day Clean. Information collected by other sites the user is lead to is not included into the Privacy Statement of Happy Day Clean.

13. Age

By using this site and making a booking through this website the user states that he is the age of 18.

14. Changes of Privacy Policy

Our Privacy Policy may be updated and an update may be uploaded to the website. Happy Day Clean is not required to inform its users about updates of Privacy Policies on its website. Happy Day Clean recommends that the user reviews this Privacy Policy periodically through the link on the website to always be aware and updated with the latest practices concerning the user's private information.

15. Change of ownership

Private information of users may be transferred to the new business, person, franchisee or owner in case of change of ownership, change of business name or change of business structure.

16. Contact Information

Users who have questions that have not been answered in the Privacy Policy or in the Terms and Conditions or who have the feeling we did not adhere to our Privacy Policy may request more information to their specific question, complaint, comment or request by emailing contact@happydayclean.com or write to us at 1/37 Childe Street, Byron Bay, NSW 2481.