



Privacy Policy

At Fresh Nest Cleaning Inc., we are committed to protecting the privacy and security of our clients, staff, and vendors. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website, use our booking system, or communicate with us via phone, text message (SMS), or email.

We operate in compliance with Canada's federal private-sector privacy law, the Personal Information Protection and Electronic Documents Act (PIPEDA), and Canada's Anti-Spam Legislation (CASL).

1. Information We Collect

We collect different types of information depending on how clients interact with us:

A. General Recurring & One-Time Clients

Contact Information: Name, email address, phone number, physical service address, and some information about family members and pets such as names.

Billing Information: Credit card or payment details (processed securely via our third-party payment processor, Stripe; we do not store raw financial data).

Home/Property Profile: Details about home size, layout, number of rooms, levels of your home, surfaces, pets, and/or specific entry instructions.

B. Training Lab Participants

General Recurring & One-Time Client Information as well as:

Product Testing Feedback: Information regarding the efficacy of new cleaning products or tools tested on each property.

C. Secret Shopper Participants

General Recurring & One-Time Client Information as well as:

Evaluation Data: Detailed reviews, performance ratings, and feedback checklists submitted after a cleaning is completed.

D. Job Applicants

Contact Information: Name, email address, phone number, and address. We also require an uploaded copy of each applicant's driver's licence for verification.

Job & Volunteer information: Resume, Previous work experience/workplaces, previous positions held at each workplace, job duties, and length of service.

Questionnaire/Screening Information: Answers to screening questions including responses to personal questions about values, attitudes, and goals.

Reference Information: Name, phone number, email address, and relationship to the candidate for references.

E. Automated Technical Data (All Users)

When clients use our website or booking forms, we automatically collect basic usage data, including the IP address, browser type, operating system, and cookie data, to improve website functionality. We also may collect Google Account information, when authorized, such as email addresses, in order for clients to log into a client account using their Google Account (SSO or Single Sign On).

2. How We Use Your Information

We use client data strictly to operate our business and deliver high-quality services. Specifically:

To schedule, manage, and modify bookings through our platform, BookingKoala.

To administer our Training Lab and Secret Shopper programs, including matching participants with appropriate teams.

To send invoices and receipts, process payments or apply program discounts.

To analyze evaluation or rating reports and feedback to improve our internal training, quality control, and service standards.

To ensure all teams provide consistent, personalized service for each home.

To communicate regarding appointments, applications, or inquiries.

To screen and hire qualified employees, including contacting references given by candidates.

3. Emails, Phone Calls, and SMS Communications (CASL Compliance)

By providing your phone number and email address through our website, phone consultations, Facebook Messenger, directly to staff member phone numbers, or BookingKoala intake forms, you consent to receive electronic communications from us.

Transactional Messages: You will receive automated appointment confirmations, reminders, schedule changes, and follow-up evaluation forms via email or text message. These are necessary for the fulfillment of your service.

Marketing Messages: We may occasionally send emails or text messages regarding special promotions or program openings. You can opt out of marketing communications at any time by clicking the "Unsubscribe" link in our emails or replying "STOP" to any text message.

Direct Communication: Our office may contact you via phone, text message, email, or Facebook Messenger in response to inquiries or feedback, to discuss quotes or bookings, or to discuss payment. We will never directly message you on Facebook unless specifically directed to do so.

4. Photography and Home Media

To maintain our high standards of quality and train our teams effectively, we capture visual media inside client and volunteer properties. We categorize and protect these images strictly as follows:

A. Operational & Quality Assurance (Mandatory Internal Use)

Our cleaning teams and trainees take "before and after" photographs of specific areas of your home.

Purpose: These photos are used strictly to verify job completion, audit the quality of cleaning, train staff internally, send to the office to ask about areas/surfaces, and document any pre-existing property damage or conditions.

Security & Storage: These photos are uploaded directly into our secure business platform (BookingKoala). They are copied to our secure Workspace Drive, are strictly confidential, are never published publicly, and are deleted when they are no longer required for quality or legal verification.

B. Marketing & Social Media (Strictly Optional / Opt-In Only)

We love showcasing dramatic cleaning transformations! However, we will never publish photos of your home publicly without your explicit, separate opt-in consent. Any marketing photos used will be framed to ensure your anonymity—no identifying items (such as family photos, mail, house numbers, or high-value items) will ever be visible.

5. Data Security and Personal Device Protocols

We take the security of your private living space seriously. Because our mobile teams use mobile devices on-site, we enforce strict internal data management safeguards:

Centralized Uploads: All operational photos must be submitted directly through the secure BookingKoala application.

Personal Device Deletion: Our cleaners, trainees, and secret shoppers are contractually prohibited from retaining any images of your property on their personal device storage, native camera rolls, or personal cloud backups. All local copies of client property photos must be permanently deleted immediately following upload.

Encryption: All online data entries and payment transactions performed via BookingKoala are protected using industry-standard SSL encryption and PCI-compliant payment gateways (such as Stripe or PayPal).

6. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. We only share data with trusted service providers who help us run our business:

BookingKoala: Our core software platform used to securely process your forms, client profiles, and job history.

Stripe: Secure, certified third parties used to handle credit card billing.

Quickbooks Online: Used to track financial transactions, client information, and generate receipts, invoices, and reports.

7. Your Rights and Access to Data

Under PIPEDA, you have the right to know what personal information we hold about you. You may request access to your data, request corrections to inaccurate information, or withdraw your consent to our use of your data (subject to legal or contractual restrictions, such as fulfilling a scheduled cleaning).

8. Contact Our Privacy Officer

If you have any questions about this Privacy Policy, wish to update your communication preferences, or want to make a data access request, please contact our designated Privacy Officer:

Fresh Nest Cleaning Inc. Attention: Privacy Officer

Email: alayna@freshnestcleaningsk.com

Phone: 306-988-7787