

PRIVACY POLICY

Effective Date: March 23, 2026

The Magic Cleaners (“we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit our website, request a quote, book a cleaning service, communicate with us, submit an advertising or social media form, or otherwise interact with The Magic Cleaners.

1. Information We Collect

Depending on how you interact with us, we may collect information such as:

- Your name
- Email address
- Telephone number
- Home or service address
- City and postal code
- Information about your home or property that is necessary to provide a cleaning quote or service
- Cleaning preferences and requested service frequency
- Appointment and scheduling information
- Communications you send to us
- Quote, invoice, booking, and payment-related information
- Information you voluntarily provide through our website, social media advertisements, lead forms, or other communications

We aim to collect only the information reasonably necessary to provide our services, respond to inquiries, operate our business, and fulfill the purposes described in this policy.

2. How We Use Your Information

We may use personal information to:

- Respond to quote requests and inquiries
- Prepare cleaning estimates or quotes
- Schedule and provide cleaning services
- Contact you regarding your inquiry, booking, appointment, or service
- Process and maintain customer records, invoices, and payments
- Provide customer support
- Follow up regarding services you have requested
- Improve our services and customer experience
- Maintain appropriate business and accounting records
- Prevent fraud, misuse, or security issues

- Comply with applicable legal and regulatory requirements

Where required by law, we will obtain appropriate consent before using personal information for a new purpose.

3. Advertising and Lead Forms

The Magic Cleaners may advertise through third-party platforms such as Facebook and Instagram.

If you submit information through an advertisement or lead form, we may receive the information you choose to provide, such as your name, telephone number, email address, postal code, cleaning preferences, property information, and requested service timeframe.

We use this information to respond to your request, provide information about our cleaning services, prepare or discuss a quote, and follow up regarding the inquiry you submitted.

Submitting a quote or lead form does not obligate you to purchase a service.

4. Service Providers

We may use trusted third-party service providers to help operate our business. These may include providers used for:

- Customer relationship and booking management
- Scheduling
- Invoicing and accounting
- Payment processing
- Website hosting
- Email and business communications
- Advertising and lead generation
- Business automation and administration

These providers may process personal information as necessary to perform services on our behalf and may have their own privacy policies and security practices.

Some service providers may process or store information outside Canada. Where this occurs, information may be subject to the laws of the jurisdiction in which it is processed or stored.

5. Sharing Personal Information

We do not sell or rent your personal information.

We may disclose personal information where reasonably necessary to:

- Provide a service you requested

- Work with service providers supporting our business
- Process payments or maintain business records
- Protect our rights, customers, workers, or business
- Comply with a legal obligation, court order, or lawful government request

We limit disclosures to what is reasonably necessary for the applicable purpose.

6. Marketing Communications

We may contact you in response to an inquiry or service request you have submitted.

Where required by applicable law, promotional emails, text messages, or other electronic marketing communications will be sent with appropriate consent and will include an appropriate method to unsubscribe or withdraw consent.

Requesting a quote does not automatically require you to agree to unrelated promotional marketing.

7. Cookies and Website Information

Our website and third-party services used with our website may use cookies or similar technologies to support website functionality, understand website usage, measure advertising performance, or improve our services.

Your browser may allow you to control or disable certain cookies. Disabling cookies may affect some website functionality.

8. How Long We Keep Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, to maintain appropriate business records, or as required by applicable legal, tax, accounting, or regulatory obligations.

Information that is no longer reasonably required will be deleted, destroyed, or anonymized where appropriate.

9. Protecting Your Information

We use reasonable administrative, organizational, and technical measures appropriate to the nature of the information we hold to help protect personal information against unauthorized access, loss, misuse, disclosure, alteration, or destruction.

No electronic transmission or storage system can be guaranteed to be completely secure.

10. Accessing or Correcting Your Information

You may contact us to request access to personal information we hold about you or to request that inaccurate information be corrected, subject to applicable legal exceptions.

We may need to verify your identity before responding to certain requests.

You may also contact us if you have questions or concerns about how your personal information has been handled.

11. Third-Party Websites and Platforms

Our website or communications may contain links to third-party websites or services.

The Magic Cleaners is not responsible for the privacy practices of third-party websites, social media platforms, payment providers, or other independent services. We encourage you to review their privacy policies when providing personal information directly to them.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes to our business practices, technology, services, or legal requirements.

The current version will be posted on our website with an updated effective date.

13. Contact Us

For questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

The Magic Cleaners

Ontario, Canada

Email: contact@themagiccleaners.ca

You may contact us using the contact information provided on our website.