

PRIVACY POLICY

Gracias Cleaning Solutions

Gracias Cleaning Solutions ("the Company," "we," "us," or "our") respects the privacy and protection of the personal information of its clients, website visitors, suppliers, and anyone who interacts with the Company.

This Privacy Policy describes how we collect, use, store, protect, and, where appropriate, disclose personal information related to our services and the use of our website.

This policy has been prepared in accordance with the applicable laws of British Columbia and Canada, including the Personal Information Protection Act (PIPA) of British Columbia, the Personal Information Protection and Electronic Documents Act (PIPEDA), where applicable, and Canada's Anti-Spam Legislation (CASL) for commercial electronic communications.

1. Personal Information We Collect

We collect only the information that is reasonably necessary for providing our services and managing our business operations, including:

- Full name.
- Email address.
- Telephone number.
- Name of a company, organization, strata corporation, or property manager.
- Service address or location when required for quotations or service delivery.
- Information submitted through contact forms, emails, or telephone calls.
- Information related to quotations, contracts, invoicing, and requested services.
- Basic website usage information, including IP address, browser type, device information, and website analytics data when cookies or analytical tools are used.

2. Purpose of Information Collection

The information collected may be used to:

- Respond to inquiries and requests for information.
- Prepare quotations and business proposals.
- Coordinate services and operations related to our clients.
- Maintain administrative and business communications.
- Comply with legal, tax, and regulatory obligations.
- Improve the functionality and user experience of our website.
- Maintain quality standards and customer service.

3. Consent

By voluntarily providing personal information through our website, email, telephone, or other communication channels, you authorize Gracias Cleaning Solutions to use such information for the purposes described in this Privacy Policy.

Where required by applicable law, we will obtain express consent before using personal information for purposes other than those for which it was originally provided.

Consent may be withdrawn at any time, subject to applicable legal or contractual limitations.

4. Commercial Electronic Communications

Gracias Cleaning Solutions aims to comply with Canada's Anti-Spam Legislation (CASL) regarding commercial electronic communications.

Communications related to service requests, quotations, contracts, operational follow-ups, or existing business relationships may be sent in accordance with the exceptions and permissions established by applicable legislation.

Where appropriate, promotional communications will include reasonable mechanisms for unsubscribing from future messages.

5. Cookies and Similar Technologies

Our website may use cookies and analytical tools to improve the user experience and better understand how the website is used.

6. Disclosure of Information to Third Parties

Gracias Cleaning Solutions does not sell personal information to third parties.

Personal information may only be shared when reasonably necessary for:

- Technology or administrative service providers.
- Accountants, legal advisors, or insurance providers.
- Governmental or regulatory authorities where required by law.
- Compliance with applicable legal or tax obligations.

7. Information Security

The Company implements reasonable administrative, physical, and technological measures to protect personal information against unauthorized access, loss, misuse, modification, or disclosure.

However, no electronic system or internet transmission can guarantee absolute security.

8. Retention of Information

Personal information will be retained only for as long as necessary to fulfill the purposes for which it was collected and to satisfy applicable legal, tax, commercial, or regulatory obligations.

9. Users' Rights

Users may request access to or correction of their personal information, subject to applicable laws.

10. Privacy Officer

Privacy Officer
Gracias Cleaning Solutions
info@graciascleaning.ca
Vancouver, British Columbia, Canada

11. International Storage and Service Providers

Some technology providers used by the Company may store or process information outside Canada.

12. External Links

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

13. Changes to This Policy

The Company may update this Privacy Policy at any time.

14. Governing Law

This Privacy Policy shall be governed by and interpreted in accordance with the laws of British Columbia and Canada, including PIPA, PIPEDA where applicable, and CASL.

Continued use of this website constitutes acceptance of this Privacy Policy.