

Privacy Policy

SleepClean Mattress Sanitising is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses and phone numbers.

This Personal Information may be obtained in many ways including correspondence, by telephone, by email, facebook enquiry forms and message enquiries, online bookings, and quotes via our website www.sleepclean.com.au. We don't guarantee other website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Third Parties

We do not collect your personal information from third parties.

Disclosure of Personal Information

Your Personal Information will not be disclosed

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. SleepClean will not charge any fee for your access request.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

info@sleepclean.com.au
1300 881 886



IICRC Certified Firm No. 68804778