Privacy Policy

Cleaning Service · Abbotsford, BC · Effective date: November 15, 2026

LUMÉA Cleaning Service Ltd. ("we", "our", or "us") is committed to protecting your privacy. This policy explains what information we collect, how we use it, and the choices you have.

1. Information we collect

When you book a cleaning or contact us, we collect:

- your name, phone number and email address;
- the address where the cleaning takes place, and access details you share with us (for example, a door code or key arrangements);
- booking details: cleaning type, home size, extras, dates and times, notes about pets or special requests;
- messages you send us by text or email;
- before-and-after photos of the cleaned areas, as described in section 5.

2. How we use your information

We use your information only to run our service: to schedule and complete your cleaning, confirm and remind you about bookings by text, charge deposits and balances, handle re-clean requests and disputes, and improve how we work. We do not use your information for anything unrelated to your bookings.

3. Payments

Card payments are processed by Stripe. Your full card number goes directly to Stripe and is never seen or stored by us. We keep only the booking and payment records needed for accounting and tax purposes.

4. Sharing your information

We never sell your personal information. We share it only:

- with Stripe, to process your payments;
- with the cleaner or helper assigned to your visit, and only the details they need (address, access, pets, booking notes);
- when required by law.

5. Photos

We take before-and-after photos of cleaned areas for quality control and in case of a dispute. Photos may be used in our marketing only without any personal details — you can opt out in writing at any time, and we will stop using them.

6. Messages

We communicate with clients mainly by text message. We keep our message history so we can confirm what was agreed, maintain quality, and resolve disputes.

7. Your rights

You may ask us at any time to:

- show you the personal information we hold about you;
- correct information that is inaccurate;
- delete your information, where the law allows it.

To make a request, just text or email us — our contacts are below.

8. Cookies & website analytics

If you visit our website, basic data such as browser type and pages visited may be collected through Google Analytics to help us understand how the site is used. You can block cookies in your browser settings at any time.

9. Keeping your information

We keep booking and payment records for as long as needed to provide the service and meet accounting and tax requirements, and we protect them with reasonable safeguards. Access details (keys, door codes) are used only for your visit.

10. Updates & contact

We may update this policy from time to time. The latest version will always be available on this page.

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