

Privacy Policy – Jay Fabulous Services

Effective Date: June 2026

Jay Fabulous Services is committed to protecting the privacy, safety, and trust of our customers, website visitors, and anyone who communicates with our business.

This Privacy Policy explains how Jay Fabulous Services collects, uses, stores, protects, and manages personal information when customers request cleaning services, visit our website, contact us, complete booking enquiries, communicate through email, phone, WhatsApp, or interact with our services.

By using our website or services, you acknowledge that you have read and understood this Privacy Policy.

1. About Jay Fabulous Services

Jay Fabulous Services provides professional cleaning solutions for homes, offices, and other properties. Our services may include standard cleaning, deep cleaning, move-in and move-out cleaning, office cleaning, recurring cleaning, and other related services.

We collect information only when necessary to provide a professional customer experience, manage bookings, communicate effectively, and improve our services.

2. Information We Collect

We may collect different types of information including:

Customer identity information:

- Full name
- Preferred name
- Contact details
- Email address
- Telephone number

Service information:

- Cleaning address
- Property details
- Requested services
- Appointment dates and times
- Special instructions
- Access information required to complete services

Communication information:

- Messages
- Emails

- WhatsApp conversations
- Customer enquiries
- Reviews and feedback

Business information:

- Booking history
- Service preferences
- Records of customer interactions

3. Website Information

When visitors use our website, certain technical information may be collected automatically, including:

- Browser type
- Device information
- Pages visited
- General usage information
- Website performance information

This information helps us improve website functionality and customer experience.

4. How We Use Personal Information

Jay Fabulous Services may use collected information for:

- Responding to customer enquiries
- Providing cleaning quotations
- Scheduling appointments
- Confirming bookings
- Delivering cleaning services
- Communicating service updates
- Managing customer relationships
- Improving our services
- Maintaining business records
- Handling complaints or concerns
- Protecting customers and business operations

5. Cleaning Service Information

To provide cleaning services, we may need information about your property. This may include access instructions, preferred cleaning areas, and special requests.

Customers should only provide information necessary for providing the service. We treat property information as confidential and use it only for legitimate business purposes.

6. Photos, Videos, and Property Content

If photos or videos are required for quotations, quality checks, training, or service documentation, Jay Fabulous Services will handle such information responsibly.

Photos or videos will not be publicly shared without appropriate permission.

Customers may request information about how property-related images are handled.

7. Payments and Transactions

If payments are processed through third-party payment providers, payment information may be handled according to the privacy policies of those providers.

Jay Fabulous Services does not intentionally store unnecessary payment details and only keeps information needed for business records and legal requirements.

8. Cookies and Tracking Technologies

Our website may use cookies or similar technologies to improve browsing experience, understand visitor behaviour, and maintain website performance.

Cookies may help remember preferences and improve website usability.

Visitors may manage cookie preferences through their browser settings.

9. Sharing Information

Jay Fabulous Services does not sell, rent, or trade personal information.

Information may be shared only when necessary:

- To provide requested services
- With trusted service providers
- To maintain business operations
- To comply with legal obligations
- To protect customers, staff, or business rights

10. Data Security

We take reasonable steps to protect personal information from unauthorized access, misuse, loss, alteration, or disclosure.

Security practices may include limiting access to information, using secure systems, and maintaining appropriate business procedures.

However, no online transmission method can guarantee absolute security.

11. Data Retention

We keep information only for as long as necessary for business purposes, customer service, accounting, legal requirements, and record keeping.

When information is no longer needed, reasonable steps may be taken to remove or securely dispose of it.

12. Customer Rights

Customers may have rights regarding their personal information, including:

- Requesting access to information
- Requesting corrections
- Asking questions about data use
- Requesting removal where appropriate
- Choosing not to receive certain communications

Requests can be made using the contact details below.

13. Marketing Communications

From time to time, Jay Fabulous Services may communicate offers, updates, or service information.

Customers may request to stop marketing communications at any time.

14. Children's Privacy

Jay Fabulous Services does not knowingly collect personal information from children.

Our services are intended for adults and business customers.

15. Policy Updates

This Privacy Policy may be updated from time to time to reflect changes in services, technology, legal requirements, or business practices.

The updated version will be published with a revised effective date.

16. Contact Information

Jay Fabulous Services

Website:
jayfabulousservice.com

Email:
Jayfabulousofficial@gmail.com

Phone:
0899484560
0892377515

For questions, concerns, or requests regarding privacy, please contact us.

Jay Fabulous Services
Clean. Care. Quality.