

Privacy policy

2easy Cleaning & Gardening is committed to providing quality services to our clients, staff, and the broader community. This policy outlines our ongoing obligations regarding how we manage personal information in accordance with the Privacy Act 1988 (Cth), including compliance with the Australian Privacy Principles (APPs).

A full copy of the Australian Privacy Principles is available from the Office of the Australian Information Commissioner at https://www.oaic.gov.au.

What is Personal Information and Why Do We Collect It?

Personal information refers to any information or opinion that identifies an individual. In the course of our business, we may collect information such as your name, address, email address, phone number, employment history, and in some cases, health information where it is necessary for the delivery of our services or for employment purposes.

We collect personal information through a variety of means, including direct communication (in person, telephone, email), through our website www.2easyclean.com.au, publicly available sources, and from third parties where necessary. Wherever practicable, we collect information directly from you.

We collect this information primarily to provide our services, manage employment relationships, meet legal obligations, and enhance the quality of our service delivery. We may also use your personal information for related secondary purposes that you would reasonably expect. You may opt out of marketing communications at any time by contacting us in writing.

Sensitive Information Sensitive information includes details such as an individual's racial or ethnic origin, religious beliefs, health information, or criminal record. We only collect sensitive information where necessary and with your consent, or where required or authorised by law. Sensitive information is used solely for the purpose for which it was collected, for directly related secondary purposes, or with your explicit consent.

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Last Reviewed 30/04/2025







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Collection of Information from Third Parties

While we prefer to collect personal information directly from you, there are occasions where information is received from third parties, such as referral agencies, previous employers, or support coordinators. When this occurs, we take reasonable steps to notify you of the information we have received.

Disclosure of Personal Information

We may disclose your personal information to third parties where you have consented to the disclosure, where it is required for the delivery of services, or where required or authorised by law. We take reasonable steps to ensure that any third parties who receive personal information protect it in accordance with this policy and applicable privacy laws.

Security of Personal Information

We take all reasonable precautions to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. When personal information is no longer needed for the purpose for which it was collected, we will take reasonable steps to destroy or permanently deidentify it. However, due to business and legal requirements, most personal information is retained for a minimum of seven years.

Access to and Correction of Personal Information

You have the right to access the personal information we hold about you and request corrections if you believe it is inaccurate, outdated, or incomplete. Requests for access or correction must be made in writing. We will respond to your request promptly. No fee is charged for access requests; however, we may charge a reasonable administrative fee if copies are requested. Identification may be required before releasing information to ensure the security of your personal information.

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Maintaining the Quality of Your Personal Information

We are committed to ensuring that the personal information we hold is accurate, complete, and up-to-date. We ask that you notify us promptly of any changes to your details so we can maintain the integrity of our records.

Policy Updates

This Privacy Policy may change from time to time to reflect legislative updates, operational changes, or improvements to our practices. The most current version will always be available on our website. Privacy Complaints and Enquiries If you have any questions, concerns, or complaints regarding our handling of your personal information, please contact our business manager.

We treat all privacy complaints seriously and will respond promptly and respectfully in line with our internal complaints process.

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