
Privacy Policy

Introduction

At WorkServe Cleaning & Solutions ("WorkServe", "we", "our" or "us"), we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, request a quotation, apply for employment, enquire about our services, or otherwise interact with WorkServe.

We process personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA") and other applicable South African legislation.

Who We Are

WorkServe Cleaning & Solutions is a professional cleaning, outsourcing and facilities support company providing residential, commercial, industrial and specialised cleaning solutions throughout South Africa through company-owned and franchised operations.

Information We Collect

Depending on how you interact with us, we may collect and process personal information that is reasonably necessary to provide our services, support our recruitment activities, respond to enquiries and comply with applicable legal obligations:

Personal Information

- Full name and surname
- Contact numbers
- Email address
- Physical address
- Company name
- Job title
- Property information relevant to service delivery

Employment Application Information

Where you apply for employment or submit a CV, we may collect:

- Employment history
- Qualifications
- References
- Identity documentation
- Supporting application documents

Website Information

When you visit our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Device information
- Website usage statistics
- Pages visited
- Cookies and analytics information

How We Use Your Information

We may use your information to:

- Respond to enquiries and quotation requests
 - Provide and manage our services
 - Schedule appointments and site visits
 - Communicate with clients and prospective clients
 - Process employment applications
 - Improve our website and customer experience
 - Send relevant service updates
 - Meet legal and regulatory obligations
 - Protect our legitimate business interests
 - Process information submitted through online quotation requests, contact forms and employment application forms.
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Lawful Processing of Information

WorkServe processes personal information only where there is a lawful basis to do so, including:

- Where consent has been obtained;
 - Where processing is necessary to provide requested services;
 - Where processing is required to fulfil contractual obligations;
 - Where processing is required by law;
 - Where processing is necessary to protect legitimate interests of the data subject or WorkServe.
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Employment Applications

If you submit a job application through our website or via email, your information will be used solely for recruitment and employment-related purposes.

WorkServe may retain applicant information for a reasonable period to consider candidates for future opportunities, unless otherwise requested by the applicant.

Sharing of Information

We respect your privacy and do not sell your personal information.

We may share information with trusted service providers and professional advisers where necessary to:

- Deliver services to our clients
- Process payroll and employment-related matters
- Provide IT and website services
- Obtain professional legal, accounting or compliance advice
- Comply with legal obligations

All third parties are expected to maintain appropriate confidentiality and security standards.

We will never sell, trade or otherwise commercially exploit your personal information.

Data Security

Protecting your information is important to us.

WorkServe implements reasonable administrative, technical and organisational safeguards designed to protect personal information against loss, misuse, unauthorised access, disclosure, alteration or destruction.

Access to personal information is restricted to authorised personnel and service providers who require such access to perform their duties.

While we take reasonable steps to secure information, no method of electronic transmission or storage can be guaranteed to be completely secure.

Retention of Information

WorkServe retains personal information only for as long as reasonably necessary to fulfil the purpose for which it was collected or as required by applicable legislation.

Where information is no longer required, it will be securely destroyed, deleted or anonymised in accordance with applicable legal requirements.

International Data Transfers

In certain circumstances, personal information may be processed or stored on servers located outside South Africa through the use of reputable cloud-based service providers.

Where personal information is transferred internationally, WorkServe will take reasonable steps to ensure appropriate safeguards are in place and that such processing complies with applicable privacy legislation.

Third-Party Service Providers

While WorkServe carefully selects reputable third-party service providers, we cannot be held responsible for the privacy practices, security standards or actions of independent third parties beyond our reasonable control.

Cookies and Website Analytics

Our website may use cookies and similar technologies to improve functionality, analyse website traffic and enhance user experience.

Cookies help us understand how visitors interact with our website so that we can continually improve our services and online experience.

You may choose to disable cookies through your browser settings, although this may affect certain website functionality.

Website Security

While reasonable measures are taken to secure our website and electronic communications, users acknowledge that no internet-based system can be guaranteed to be entirely secure and that information transmitted electronically is done at the user's own risk.

Electronic Communications

By communicating with WorkServe electronically, users consent to receiving communications electronically and acknowledge that such communications satisfy any legal requirement that communications be in writing.

Limitation of Liability

To the fullest extent permitted by law, WorkServe shall not be liable for any direct, indirect, incidental or consequential loss or damage arising from the use of this website, reliance on information contained on the website, or any unauthorised access to personal information beyond WorkServe's reasonable control.

Marketing Communications

From time to time, WorkServe may send service updates, promotions, newsletters or information about our services. You may opt out of receiving marketing communications at any time by following the unsubscribe instructions provided or by contacting us directly.

Your Privacy Rights

Subject to applicable legislation, you may:

- Request access to personal information we hold about you
- Request correction of inaccurate information
- Request deletion of information where legally permissible
- Object to certain forms of processing
- Withdraw consent where consent forms the basis of processing

Requests may be submitted using the contact details provided below.

Access to Information

Requests for access to information held by WorkServe may be made in accordance with applicable legislation, including the Promotion of Access to Information Act, 2 of 2000 ("PAIA").

Governing Law

This Privacy Policy shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Complaints

If you believe that Workserve has processed your personal information unlawfully or contrary to this Privacy Policy, please contact us so that we may attempt to resolve the matter.

You also have the right to lodge a complaint with the Information Regulator of South Africa.

Third-Party Websites

Our website may contain links to external websites operated by third parties.

WorkServe is not responsible for the privacy practices, content or security of external websites and encourages users to review the privacy policies of those websites.

Third-Party Service Providers

While WorkServe carefully selects reputable third-party service providers, we cannot be held responsible for the privacy practices, security standards or actions of independent third parties beyond our reasonable control.

Children's Privacy

Our services are generally intended for adults and businesses.

We do not knowingly collect personal information from children without appropriate consent from a parent or legal guardian.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology, business practices or operational requirements.

Any updates will be published on this page together with the revised date.

Information Officer

Workserve Cleaning & Solutions has appointed an Information Officer responsible for ensuring compliance with applicable privacy and data protection legislation.

Privacy-related requests may be directed to:

Email: hello@workserve.co.za

Contact Us

If you have any questions regarding this Privacy Policy or how your personal information is processed, please contact us:

WorkServe Cleaning & Solutions

Email: hello@workserve.co.za

Website: www.workserve.co.za

Our Commitment

At WorkServe, trust, professionalism, accountability and service excellence are at the heart of everything we do. We are committed to protecting personal information with the same care and diligence that we bring to every client relationship.

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