THE WASH LAUNDRY SERVICES

Privacy Policy

LEG-002 · Customers & Website · v1 · November 2026

Your laundry tells us a lot about your home and your life. We take that seriously. This policy explains what information we collect, why, who sees it, how long we keep it, and how you can access or correct it. We've kept it in plain English.

What this policy covers

Personal information we collect when you use our laundry pick-up and delivery service, contact us, or use thewashlaundry.com.au.

It works alongside our **Customer Terms & Conditions** (LEG-001).

Who "we" are

The Wash Laundry Services is a network of locally run pick-up and delivery laundry services.

"We", "us" and "our" means the business that operates The Wash in your area, together with The Wash head office.

1 What we collect

1.1 We only collect what we need to run your service. Depending on how you use us, that can include:

Type	Examples
Contact and account details	Name, phone, email, address, and the name of anyone who books for you.
Service details	Your pick-up and delivery spot, gate codes or access notes, dogs or hazards, your regular day, bag count, and laundry preferences such as unscented detergent or allergies.
Payment details	Your card is stored by our secure payment provider. We never see or store your full card number. We keep invoices and payment records.
NDIS and aged care details	That you are a participant, your plan manager or funding body, and your NDIS number where your plan manager needs it on invoices.
Recordings and photos	Video of your order being sorted, driver photos of your pick-up and delivery spot, facility security camera footage, and road-facing dash camera footage. See section 4.
Messages and records	Emails, texts, call notes, complaints and claims.
Website and booking portal	The details you enter when you book or create an account online.

1.2 **Sensitive information.** Sometimes the nature of your laundry or your account tells us something about your health, for example that you're an NDIS participant or that you send incontinence laundry. We only use this to handle your laundry properly and to invoice the right people. We never use it for marketing.

1.3 You don't have to give us everything. But if we can't get the details we need (for example an address or a way to pay), we may not be able to provide the service.

2 How we collect it

2.1 Mostly directly from you: when you sign up, book online, call, text or email us.

2.2 Sometimes from someone acting for you, such as a support coordinator, plan manager, carer or family member. They confirm they're authorised to share your details with us.

2.3 Through our own records of your service: order history, sort recordings and driver photos.

3 How we use it

3.1 To pick up, wash and deliver your laundry, and to plan our routes and workload.

3.2 To take payment, send invoices, and follow up unpaid accounts.

3.3 To contact you about your orders, changes to your service, or changes to our terms or prices.

3.4 To investigate missing, damaged or mixed-up items, and to handle complaints.

3.5 To keep our team, your property and your laundry safe.

3.6 To improve our service and train our team.

3.7 **News and offers.** We may occasionally send you news and offers. You can unsubscribe at any time using the link in the message, or by telling us.

4 Recordings and photos

WHY WE RECORD

To show what you sent us, protect your items, check claims, and keep our team and your property safe.

Recording	What it shows	How long we keep it
Sort video	Your order being opened and sorted at our facility. Laundry and hands only.	Up to 90 days, then deleted, unless it is needed for a claim, complaint or investigation.
Driver photos	Your pick-up or delivery spot. We send you a copy.	Kept with your order records.
Facility security cameras	Our work areas. Not in break rooms.	About 30 days, then overwritten automatically, unless needed for an incident.
Dash cameras	The road ahead of our vans. No audio and no view inside the van.	Overwritten automatically, unless needed for an incident.

4.1 Recordings are only viewed by people who need to, such as when checking a claim or an incident.

5 Who we share it with

5.1 We share your information only when we need to, with:

Who	Why
The Wash network	The business that services your area and our head office, which oversees service quality and complaints.
Your plan manager or funding body	To invoice for NDIS or aged care services.
Our payment provider	To store your card and process payments.
Software and service providers	The booking, accounting, messaging and cloud storage tools we use to run the business. They may only use your information to provide that service to us.
Debt collectors	Only if an undisputed account is referred for recovery under our terms.
Police or authorities	Where the law requires it, or to deal with suspected illegal activity.

5.2 **We never sell your information.**

5.3 **Overseas.** Some of the software we use may store information on servers outside Australia. We choose providers who protect it.

6 Keeping it safe

6.1 Only team members who need your information to do their job can access it.

6.2 Gate codes and keys are kept confidential and used only for pick-up and delivery.

6.3 We delete or de-identify information when we no longer need it for your service, our records, or the law.

6.4 If we have a data breach that could seriously harm you, we'll tell you as soon as we can and explain what we're doing about it.

7 Seeing or correcting your information

7.1 You can ask to see the information we hold about you, or ask us to correct it. Email **support@thewashlaundry.com.au** with **"Privacy" in the subject line**.

7.2 We'll confirm who you are before we share anything, and respond within 30 days. If there's a reason we can't give you something (for example it would reveal another customer's information), we'll tell you why.

8 Questions and complaints

8.1 If you're worried about how we've handled your information, email **support@thewashlaundry.com.au** with **"Privacy" in the subject line**. We'll acknowledge it within 2 business days and aim to resolve it within 30.

8.2 If you're not satisfied, you can contact the Office of the Australian Information Commissioner at oaic.gov.au.

9 Changes to this policy

9.1 We may update this policy as our service changes. The current version is always on our website, with the date it was last updated. This version: November 2026.

9.2 **Contact:** support@thewashlaundry.com.au (subject line "Privacy") · 0423 354 005 · thewashlaundry.com.au