

# HandyHands – Privacy Policy

## 1. DEFINITIONS

Each of the terms mentioned below will have in Privacy Policy the following meaning:

- **HandyHands:** designates the company HandyHands, in its national scope. Hereinafter referred to as “HandyHands”
- **Application/App:** designates the mobile application operated by HandyHands available on iOS and Android, available both for Customers and Workers, and refers to the home service provided by HandyHands Application to a Customer in the field of home service, more specifically Household
- **Customer:** designates any natural or legal person using the Application to benefit from a Service.
- **Worker:** refers to individuals registered on HandyHands France to provide their services.
- **User:** designates either a Customer, a Worker, or any natural or legal person who uses the Application.
- **Account:** refers to the dedicated and individualized digital space of a User on the Application, whether Customer or Worker.
- **Service:** refers to the home service provided by a Worker to a Customer in the field of home service, more specifically Household, on the Application.
- **Connecting Service:** includes facilities provided by HandyHands to Users (and in particular billing and payment tools, insurance of Services, etc.).
- **Contract for the provision of Services:** refers to the contract specifying the obligations of the Worker and the Customer within the framework of the service reserved with the HandyHands.

## 2. SCOPE of PRIVACY POLICY

The data collected is processed by HandyHands. HandyHands is extremely concerned about the protection of your personal data and respect for your privacy. The purpose of this privacy policy (along with our document on the use of T&Cs and any other document it refers to) is to inform you about the way we process the personal data you share with us and that we collect when you use the Application and Services. Please read this document carefully to better understand how we process your personal data, and to know your rights.

The current privacy policy aims to explain how HandyHands France uses the personal data we collect from Users when they use the Application. By using our services, Users understand and agree that HandyHands collects and uses Users' personal information by this HandyHands Privacy Policy. The User may be a visitor to our Application, a Customer of one or more of our services, and/or a Worker.

This Privacy Policy applies to all Services published by HandyHands that you use (except services supplied and operated by third parties, in which case, their privacy policy will apply).

### 3. DATA COLLECTION

HandyHands collects and processes personal data on you when you use the application or when you communicate with HandyHands. It may be information you share with us directly or data we collect automatically. To make sure our privacy policy is clear, we are providing below an overview of the personal data HandyHands collects and processes. Information is given below for each type of data collected.

HandyHands collects data relating to User when User registers/creates an account, visits the Application, books services, submits a complaint regarding service to our customer service, receives information related to the marketing of services and products, participates in one of the promotions or one of the market research surveys, uses or communicates with HandyHands or a Worker through the Application, provides information online voluntarily, or by phone, recorded phone calls, email communication, interviews with the HandyHands team, or by the use or consultation of the Application thanks to the cookies of the User's browser, or by third-party Applications provided that the User has already agreed to share the data, he has provided on these Applications. When the User uses the application, the information such as Activity data (private) (registration date, login dates, on or offline status, interactions with Users and third-party accounts, number of transactions, notifications received, notification preferences, etc.) are collected automatically.

### 4. USE OF DATA

HandyHands collects User data for the following purposes:

- supply of services and features according to our T&Cs
- help the User efficiently access their information after logging into their booking account
- memorize the information so that the User does not have to enter it again during his navigation or his next visit to the Application
- provide cleaning service, manage their booking account
- preventing and combating illegal or unauthorized activities (breaches of the terms of service), ensuring the trust of Users, and complying with legal requirements
- for statistical purposes and data analysis without personal re-identification

### 5. COOKIES

In the Application, cookies and tracking tools may be used for technical reasons and for measuring audiences. The cookies placed on the Application are issued either by HandyHands or our partners. The cookies could be different, e.g., Functionality, Analytical, Trustpilot, Social plugins. Cookies are small files downloaded to the User's device when visiting an Application. Cookies allow an Application to recognize a user's device. The User can find more information about cookies at the following address:

<https://www.google.com/policies/technologies/cookies>. European Union (EU) users have the right to opt out of having cookies placed on the device they use to access the Application.

There could be different purposes of cookies. It could be either to ensure These are cookies to ensure that users navigate correctly on the Application, to optimize and personalize our services to their needs, or it could be third-party cookies companies for advertisement from our partners to identify users' areas of interest through the usage of Application and to personalize the advertising offer that you receive. The User can configure his mobile settings/browsers so that it does not accept cookies. However, in some cases, certain features of the Application may therefore not work.

The User must contact HandyHands for any question relating to this subject at the provided email address in section 2.

## 6. DATA SHARING and MARKETING

Only certain HandyHands employees process Users' personal data for the purposes described above. These employees and authorized managers only have access to the data necessary to perform their duties. HandyHands or its affiliates may transfer information collected about the User, including personal information from its country of jurisdiction to another country. HandyHands cannot guarantee the security of the information that the User transmits to HandyHands nor guarantee that no loss, misuse, alteration, or disclosure of information will occur.

As part of marketing and advertising operations outside the Application intended for non-Users, your data may be provided to partner social networks to exclude you from our campaigns, unless you oppose that. The personal data of Users may transfer to HandyHands subcontractors located outside the European Union, for User support, report management, advertising, and marketing. Moreover, HandyHands wishes to send the User information concerning some of its products and services that HandyHands thinks may be of interest, as well as those of other group entities. If the User has agreed to receive commercial emails electronically, he can always unsubscribe at a later date. If he no longer wishes to receive commercial emails from HandyHands in the future, he has the right to demand at any time from HandyHands to stop contacting him for commercial purposes or to provide his data to HandyHands. If he no longer wishes to be contacted for commercial purposes, simply send HandyHands an email to the address mentioned in section 2.

## 7. USER - RIGHTS

In compliance with the French Data Protection Act of January 6th, 1978 (Loi Informatique et Libertés, 78-17), and the GDPR, every User has a right to access, rectify, and a right to data portability and remove his/her personal data, along with a right to object to or limit the processing of his/her personal data, and the right to decide on the way to handle the personal data after his/her death. To address its Users' concerns, HandyHands commits to respecting the protection of personal data and processing requests as soon as possible. In accordance with the above-stated laws, Users have the following rights:

- Right of Access (Article 15 GDPR) and rectification (article 16 GDPR);
- Right to erasure of your personal data (Article 17 GDPR);
- Right to withdraw your consent at any time (article 13-2c GDPR);
- Right to limit the processing of your data (Article 18 GDPR);
- Right to oppose the processing of your data (article 21 GDPR);

- Right to the portability of the data you have provided to us when your data is subject to automated processing based on your consent or a contract (Article 20 GDPR);
- Right to lodge a complaint with the CNIL (article 77 GDPR).

These rights may only be exercised within the limits of HandyHands's resources

## 8. MODIFICATION of the PRIVACY POLICY

HandyHands regularly reviews its Privacy Policy and places any updates in the application. To improve its operation and quality, HandyHands is developing the characteristics and functionalities of the Application and the Services. HandyHands may unilaterally modify the privacy policy concerning the technical aspects of the Application and the Services as long as there is no resulting increase in price or alteration in quality and the characteristics to which the User has made his commitment subject has been included in the T&Cs and Privacy Policy.

In the absence of objection by the User within 30 days, the modifications will be considered as read and accepted. In the event of objection or refusal, the Contracts will be terminated immediately and the User must cease using the Application and the Services, subject to the perfect performance of the obligations in force (in particular, the Users and HandyHands must honor the Reservations of Services in progress).

## 9. PRIVACY POLICY and T&Cs

The T&Cs supersede any negotiations, statements, and agreements that may have existed previously. If a stipulation of the T&Cs turns out to be wholly or partially null or invalid, the validity of the other clauses of the T&Cs will not be affected. The absence of exercise by HandyHands or by a User of the rights granted to it under the T&Cs does not constitute a waiver of its right to exercise them.

## 10. CONTACT

If you have any questions regarding this privacy policy or any other request concerning your personal data, you can contact us by sending an e-mail to our contact with addressing to the Data Protection Officer on the email provided in section 2.

Note: The Privacy Policy document is written in English and only translated into French. The English version is considered an official document and HandyHands will not be responsible for any error or change in meaning due to translation.