JOBSWORKERS PRIVACY POLICY

For the "Jobs" and "Jobs Workers" applications and jobsworkers.com

JobsWorkers, Inc. — a Delaware corporation

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1. Introduction and Scope

This Privacy Policy describes how JobsWorkers, Inc. ("JobsWorkers," "we," "us," or "our") collects, uses, shares, and protects personal information when you use the "Jobs" application (for clients), the "Jobs Workers" application (for independent service providers), the jobsworkers.com website, and the related services we operate (collectively, the "Platform").

This Policy applies to both types of accounts. Where a practice applies only to users of the "Jobs" application ("Clients") or only to users of the "Jobs Workers" application ("Providers"), we say so. If you hold both types of account, both sets of practices apply to the corresponding account. This Policy is incorporated by reference into the Client Terms of Service and the Provider Terms of Service; capitalized terms not defined here have the meanings given in the applicable Terms.

JobsWorkers, Inc. is the entity responsible for the personal information described in this Policy. Payment accounts and identity verification are operated with Stripe, which processes certain information as described below and under its own agreements where you contract with Stripe directly (for example, the Stripe Connected Account Agreement for Provider payouts).

2. Information We Collect

2.1 Information you provide

(a) Account and profile information. Your first and last name, email address, personal address and, where you register with an email address and a password, your password. We do not collect a telephone number. Providers also provide a profile description, a work location (if any), service categories and subcategories, work cities, weekly availability schedule, and means of mobility. A profile photograph is required for Providers, because it is shown to Clients on the comparison card used for arrival identity verification; for Clients a profile photograph is optional, and cover photographs are optional for both. A profile photograph is displayed only after review and approval by JobsWorkers support.

(b) Identity verification result. The outcome of the identity check described in Section 3 and the reference identifiers associated with it. We do not collect or store your identification document, your identification number, or your Social Security or other national identity number — see Section 3.

(c) Professional credentials (Providers). Titles, licenses, registrations, and certificates you upload in connection with your service categories, together with the electronic Sworn Declaration you execute for an applicable upload, which is recorded with a timestamp and network (IP) address.

(d) Job content. Job descriptions, photographs and videos of the work, quotes and their amounts, estimated durations, proposed start times, amendments, and the one anonymous pre-quote question and answer where used.

(e) Communications. Messages you send through the in-app chat, inquiries and messages to JobsWorkers support, and feedback or suggestions you submit.

(f) Reviews. Star ratings and written comments you submit about the other party after a Job.

(g) Payment information. For Clients, payment cards are collected and processed by Stripe; we do not store your full card number. For Providers, payout and taxpayer information is collected through Stripe Connect. We maintain an internal ledger (Wallet) of amounts, fines, credits, and payouts associated with your account.

(h) Evidence and safety submissions. Photographs or videos captured through the live in-app camera for quality disputes, and, for Providers, the five (5) second live-camera video required when an identity report is under review.

(i) Reports and blocks. When you report content or a user, we record what you reported, the reason you selected, any description you write, and the date and time. When you block another user, we record that block so that the Platform stops matching you with each other; the person you block is not told that you blocked them, and blocks are not shown on anyone's profile.

2.2 Information collected automatically

(a) Device and usage information. Device model and operating system, app version, language, push-notification tokens, log data, identifiers assigned by us, and information about how you use the Platform (screens viewed, actions taken, timestamps). The jobsworkers.com website uses only essential cookies and similar technologies necessary for it to function, which are described in the JobsWorkers Cookie Policy.

(b) Location information. As described in Section 4.

(c) Legal acceptance records. When you accept the Terms of Service, this Policy, or execute the Sworn Declaration, we record the version accepted, the date and time, and the network (IP) address.

(d) Job state records. The status history of each Job (confirmation, en route, arrival, identity verification, in progress, finished, completed, cancellations, no-show determinations), which the Platform records to operate the service and apply the rules of the applicable Terms.

2.3 Information from other sources

(a) Identity verification results. Stripe Identity returns the outcome of your verification (for example, verified, pending, or failed) and the identifiers associated with the verification session. Where you register or sign in with Google or Apple, that provider returns an identity token containing a stable identifier for your account with it and the email address you authorize, including a private relay address where you use Apple's Hide My Email.

(b) Information from other users. Reviews, reports, dispute evidence, and communications submitted by the other party to a Job that reference you.

3. Identity Verification and Biometric Information

To help confirm that people on the Platform are who they say they are, registration includes identity verification performed through Stripe Identity. This process may include capturing images of the front and back of your government-issued identification document, a facial photograph (selfie), a liveness check, and an automated comparison between your face and the photograph on your identification document. The facial comparison involves biometric information.

We request your consent before this processing begins. Stripe processes this information under its own applicable biometric and privacy notices; verification images and biometric identifiers are used only to verify identity, detect and prevent fraud and misuse of the Platform, and comply with legal obligations.

They are not sold, used for advertising, or disclosed to other users. JobsWorkers neither receives nor stores the verification images or biometric identifiers derived from them; Stripe captures and holds them. When your account is deleted, JobsWorkers instructs Stripe to redact your verification session, unless a dispute or an investigation opened before your request requires it to be kept, in which case we tell you. Redaction is irreversible, may take up to four (4) days, and is confirmed to us by Stripe's identity.verification_session.redacted event, which we record as the close of your deletion request. Stripe's applicable retention rules and any shorter legal requirement control Stripe's processing.

Nor does JobsWorkers store your identification number. What JobsWorkers records is the outcome of the verification (for example, verified, pending, or failed), the date of verification, and the identifiers needed to reference the verification session. We deliberately do not retain any derivative of your identification document, including a hash or fingerprint of its number. Identity verification through Stripe Identity is the only identity check we perform, and there is no manual alternative to it.

Separately, when the Client and the Provider meet at the Job location — whether the Provider travelled to the Client or the Client travelled to the Provider's work location — the Platform displays a dynamic verification code (QR) on the Provider's device for the Client to scan, a step the Client may also skip. This code is a rotating token — it is not biometric information. If a Client reports that the person present does not match the registered Provider, the Provider must record a five (5) second video through the live in-app camera; that video is reviewed by JobsWorkers support solely to resolve the identity report and is handled as evidence under Section 8.

4. Location Information

4.1 Clients

With your permission, the Jobs application collects your device's precise location on a one-time basis when you use it: to pre-fill or confirm the location of a Job request, to select a point on the map, and to detect the city you are in (for example, to offer to show Providers of a nearby city). You may instead enter an address manually. The location of a Job is shared as described in Section 6.1.

4.2 Live location while travelling to a Job

A Job takes place either at the Client's location or at the Provider's work location, and the party who travels to the other is the one whose live location is collected. This applies symmetrically: where the Job takes place at the Provider's work location, it is the Client who travels, and it is the Client's live location that is collected and shared with the Provider. Collection begins when the travelling party indicates they are on their way and ends on arrival. During that window the Platform shares their live position and estimated time of arrival with the waiting party for that Job (including through live-activity widgets and reminder notifications), keeps only the most recent position for that Job, and does not keep a history of the journey. The applications request only "while using the app" location permission; they never request background or "always" location permission. How long sharing continues within that window depends on the application: in the Jobs Workers application, sharing continues for the trip even when the application is not on screen; in the Jobs application on iPhone, sharing runs only while the application is on screen, so locking the phone or switching to another application stops it; in the Jobs application on Android, sharing runs from a service that the operating system shows as an ongoing notification and may continue while the application is not on screen. Sharing is not required: a party who does not grant location permission simply does not share a live position, and arrival can be confirmed manually. Where sharing stops or is interrupted, the waiting party continues to see the last position received. Outside of this window, the Platform does not track either party's location in the background.

4.3 Address disclosure between users

Job locations are shown to Providers as an approximate area only. The exact Job address is disclosed to the assigned Provider only when the Provider indicates they are en route to the confirmed Job. Where a Job takes place at a Provider's work location, the equivalent applies to the disclosure of that location to the Client.

4.4 Controls

Location collection uses your device's operating-system permissions, which you can change at any time in your device settings. Disabling location does not prevent you from using the Platform, but some features (automatic location detection, live tracking, arrival estimates) will not work.

5. How We Use Information

We use personal information to:

(a) Operate the marketplace — create and manage accounts; publish Job requests; match Jobs with Providers by city, category, and availability; order and display Providers and quotes (using factors such as ratings, completed Jobs, recency of activity, proximity, price, availability, credential status, and measured visibility for newer Providers); form and administer Service Agreements; and run the Job lifecycle (scheduling, amendments, statuses, completion).

(b) Verify identity and promote safety — perform the identity verification described in Section 3, operate arrival identity verification, review identity reports, and apply the conduct rules of the applicable Terms.

(c) Process payments — charge Reserves and final payments, maintain the Wallet ledger, process payouts through Stripe Connect, apply fines, credits, and adjustments under the applicable Terms, and issue tax information returns (such as IRS Forms 1099) where required by law.

(d) Communicate with you — send transactional messages by email and by push notification — such as verification codes, Job notifications and reminders, status updates, and service announcements; we do not send text messages and do not place automated telephone calls; and respond to your support inquiries.

(e) Resolve issues — administer cancellations, no-show determinations, appeals, quality disputes, and identity reviews, including reviewing the evidence described in this Policy.

(f) Protect the Platform — detect, investigate, and prevent fraud, circumvention, abuse, and violations of the applicable Terms, including the automated chat filtering described in Section 7; review reports of objectionable content or abusive conduct and act on them; and enforce blocks so that users who have blocked each other are not matched again.

(g) Comply with law — meet legal, tax, accounting, and regulatory obligations, and respond to lawful requests.

(h) Improve the Platform — analyze usage to maintain, debug, and improve features and quality.

We do not use your personal information to show you third-party advertising, and the Platform does not display third-party ads.

6. How We Share Information

6.1 Between Clients and Providers

The Platform exists to connect Clients and Providers, so certain information is shared between them as part of the service:

(a) Provider profiles are visible to Clients and include the Provider's name, profile and cover photographs, description, service categories and subcategories, star rating and published reviews, number of completed Jobs, recency of activity, and approximate distance. A Provider profile can also be shared through an external link.

(b) Clients appear to Providers with their name and profile photograph, together with the Job information the Client publishes (description, category, photos and videos, schedule, and approximate area). The one pre-quote question and its answer, where used, are appended anonymously to the Job description and are visible to other Providers viewing that Job.

(c) During a confirmed Job, the parties see each other's Job-related information: quotes and the amounts available to their respective roles, statuses, chat messages, the Provider's live location and arrival estimate while en route (Section 4.2), and the exact address under the rule in Section 4.3. The Client sees the Gross Amount payable for the Job, but does not see the Provider's Net Amount or the Commission. Once the Job starts, the Provider sees the Client's selected payment method (card or cash), the Gross Amount, the Provider's Net Amount, and the Commission for the Job.

(d) After a Job, each party's review of the other is published under the double-blind rules of the applicable Terms and appears on the reviewed party's profile.

6.2 Service providers

We share information with companies that process it on our behalf, under contracts that limit their use of it to providing services to us: Amazon Web Services (hosting, databases, file storage, email delivery, and mapping/ETA services), Stripe (payments, payouts, identity verification, and tax forms), Agora (in-app voice calls), Google (address search and autocomplete, sign-in, and push notification delivery to Android devices), Apple (sign-in and push notification delivery to iOS devices), and Cloudflare (security, bot mitigation, and content delivery for our websites). Stripe processes identity-verification and payment data as an independent controller under its own privacy policy, not on our behalf; the other companies listed process information only on our instructions. We do not use a consumer reporting agency and do not obtain background reports.

6.3 Legal, safety, and enforcement

We may disclose information where we believe in good faith that disclosure is necessary to comply with a law, regulation, legal process, or governmental request; to enforce the applicable Terms, including investigating potential violations; to detect, prevent, or address fraud, security, or technical issues; or to protect the rights, property, or safety of JobsWorkers, our users, or the public.

6.4 Corporate transactions

If JobsWorkers is involved in a merger, acquisition, financing, reorganization, or sale of assets, personal information may be transferred as part of that transaction, subject to this Policy or to protections that are at least as protective.

6.5 No sale of personal information

We do not sell personal information, and we do not share personal information with third parties for cross-context behavioral advertising. Because we do not engage in these practices, there is nothing to opt out of; if this ever changes, we will update this Policy and provide the opt-out mechanisms required by applicable law, including recognition of universal opt-out signals where mandated.

7. Chat, Calls, and Monitoring

The in-app chat between a Client and a Provider is enabled when a Job is confirmed and disabled when the Job ends. Chat messages are stored on our systems. To protect users and the integrity of the marketplace, the Platform automatically screens chat messages for the sharing of telephone numbers, exact addresses, and other off-platform contact details; a suspected message may be hidden from the recipient, the sender may be warned, and the message may be routed to JobsWorkers support for special review. Messages sent to a closed conversation are not delivered to the other party; they are routed to JobsWorkers support, which decides whether to reopen the conversation.

Voice calls between users are available only through the Platform's in-app calling (operated with Agora). The Platform connects the call without revealing any telephone number — we do not collect telephone numbers, so there is none to disclose. The Platform does not offer video calls and does not record calls.

Chat records, call metadata, Job records, and evidence submissions may be reviewed by JobsWorkers support and used to resolve disputes, no-show determinations, identity reports, and suspected violations of the applicable Terms.

8. Data Retention

We keep personal information for as long as your account is active and as needed for the purposes in this Policy. When you close your account, your profile is deactivated and removed from public visibility; we retain the records that we need to keep, including: transaction, Wallet, and payment records, and tax records (for legal, tax, and accounting obligations); Job histories, reviews, disputes, and their evidence (to resolve and document disputes and to comply with law); legal acceptance records and Sworn Declaration executions (to evidence your agreements); and certifications regarding licenses, which we retain for at least three (3) years. Chat records are retained for the periods needed for the dispute and safety purposes described above.

Identity-verification images and biometric information are not retained by JobsWorkers at all; they are held by Stripe as described in Section 3, and what we keep is the outcome of the verification and its reference identifiers. When retention is no longer required, information is deleted or de-identified. The criteria we use to determine retention periods are: the duration of your relationship with the Platform, our legal and tax obligations, the limitation periods for potential claims, and the operational need to resolve disputes and protect users.

9. Security

We use technical and organizational measures designed to protect personal information, including encryption in transit (TLS), encryption at rest for stored files and databases, hashed passwords, access controls that limit internal access to what is needed, private file storage with short-lived signed URLs for uploads and downloads, and verification codes for changes to key account information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security; if we become aware of a breach affecting your personal information, we will notify you and the relevant authorities where required by law.

10. Your Rights and Choices

10.1 Privacy rights

Regardless of which U.S. state you live in, you may exercise the following rights over your personal information, subject to the limits of applicable law:

(a) Access / to know — request confirmation of whether we process your personal information and a copy of it, including the categories collected, the purposes, and the categories of recipients.

(b) Correction — request that we correct inaccurate personal information. Much of your profile can be corrected directly in the app; a change to your email address requires re-verification of the new address.

(c) Deletion — request deletion of your personal information. We will honor the request except where retention is permitted or required (Section 8) — for example, transaction and tax records, dispute evidence, and legal acceptance records.

(d) Portability — request a copy of personal information you provided in a portable and, where feasible, machine-readable format.

(e) Opt-outs — we do not sell personal information, do not share it for cross-context behavioral advertising, and do not use it for targeted advertising, so there is currently nothing to opt out of under those rights. Significant automated determinations on the Platform (for example, an automatic no-show record) are subject to appeal and human review as described in the applicable Terms.

(f) Non-discrimination — we will not deny you the service, charge you different prices, or provide a different level of quality because you exercised a privacy right.

10.2 How to exercise your rights

You may exercise these rights by emailing legal@jobsworkers.com from the email address associated with your account, or through the tools available in the app. We will verify your request using information associated with your account (and may ask for additional information where necessary to verify your identity), respond within the time required by applicable law, and keep a record of the request. Where permitted, an authorized agent may submit a request on your behalf with proof of authorization. If we decline all or part of a request, we will explain why, and you may appeal our decision by replying to our response; if your appeal is denied, you may contact your state Attorney General.

10.3 Communications and device choices

You can opt out of non-essential communications at any time (for example, through notification settings or unsubscribe links). Transactional communications — verification codes, Job status messages, safety notices — are part of operating the service; opting out of them may limit your ability to use the Platform. You control the app's access to location, camera, photos, microphone, and notifications through your device's operating-system settings.

10.4 Deleting your account

You can delete your account at any time from Help within the application; the application asks you to confirm and then submits the deletion. If you no longer have the application installed, or prefer not to use it, you can request deletion by emailing support@jobsworkers.com from the email address associated with your account — we will process that request without requiring you to reinstall the application or create a new account. In either case we verify the request as described in Section 10.2.

When an account is deleted, your profile is removed from public visibility and from matching, and your personal information is deleted except for the records we are permitted or required to keep under Section 8 — principally transaction, Wallet, and tax records; Job histories, reviews, and dispute evidence; and legal acceptance records. Retained records are limited to what those purposes require. Deletion cannot be completed while you have an open Job or an unresolved dispute; if that is the case we will tell you, and you may request deletion again once it is resolved. An account balance is handled as described below and does not prevent deletion.

Account balances and closure. Closing your account does not by itself resolve amounts owed between you and us.

(a) Amounts you owe us. If your account shows a negative balance when you ask to delete it, we tell you the amount and its cause and let you pay it in the application before you continue. Paying is not a condition of deletion. If you do not pay, we delete your personal information as described in this Section and retain, for ninety (90) days or until the amount is paid, whichever comes first, only the record reasonably necessary to document it: your name, the contact details we hold for you, the amount, its cause and date, any authorization you gave us, and a keyed one-way code derived from the name and date of birth confirmed during your identity verification. We keep that code so that an amount owed is not evaded by opening a new account — a security and integrity purpose — and for nothing else. If an account you later verify matches it, we show you the amount, tell you it comes from a closed account, and let you dispute it before any restriction applies. To produce the code we read the verified name and date of birth once from our identity verification provider at the time of deletion; we do not keep them, and we instruct the provider to delete your verification data. Deleting your account does not cancel the amount.

(b) Amounts we owe you that we can return. If your account shows a positive balance that we can return to a payment method you used with us, we will return it to that payment method before completing deletion, and we will tell you when we have done so. This is the only circumstance in which a balance delays deletion.

(c) Amounts we owe you that we cannot return. If your account shows a positive balance and no payment method of yours is available to receive it, we will not hold that balance against your deletion request. We will complete the deletion of your personal information and hold the amount as unclaimed property in your name, in accordance with the unclaimed property law of your state of residence, together with the minimum identifying information that law requires us to keep. You may claim it at any time by writing to legal@jobsworkers.com. We do not treat an unclaimed balance as forfeited and it does not expire.

(d) What we keep in every case. In each of the situations above we retain only what applicable law requires or permits us to retain, as described in Section 8.

11. Children

The Platform is intended for adults and is available only to users who are at least eighteen (18) years old. We do not knowingly collect personal information from anyone under 18. If we learn that we have collected personal information from a person under 18, we will delete it and close the associated account.

12. International Users

JobsWorkers is a United States company and the Platform is operated from, and personal information is processed and stored in, the United States. If you access the Platform from outside the United States,

you understand that your information is transferred to and processed in the United States, where privacy laws may differ from those of your country. If the Platform launches in additional countries, we will provide any supplemental privacy disclosures required by local law.

13. Changes to This Policy

We may update this Policy from time to time. Each version is identified by a version number and a "Last Updated" date. For material changes, we will provide notice through the Platform or by email before the change takes effect and, where required by law, request your consent. Your continued use of the Platform after the effective date of an updated Policy means the updated Policy applies. This Policy is drafted in English; any translation is provided for convenience only, and the English version controls.

14. Contact Us

If you have questions or requests about this Policy or your personal information, contact us at: JobsWorkers, Inc., Attn: Legal — Privacy, 131 Continental Dr, Suite 305, Newark, DE 19713, United States — email: legal@jobsworkers.com.

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