

MAIDMATCH PRIVACY POLICY

Last Updated: January 2025

This Privacy Policy explains how MaidMatch ("we", "our", "us") collects, uses, discloses, and protects your information when you use our mobile application, website (www.maidmatchug.org), and related services. By accessing or using MaidMatch, you agree to the terms outlined in this policy.

1. Information We Collect

We may collect the following types of personal information:

- Full name, phone number, email address
- National ID or verification documents (for service providers)
- Location data to match you with nearby service providers or clients
- Payment information (handled securely through third-party processors)
- App usage data, device information, and IP address

2. How We Use Your Information

We use collected information to:

- Create and manage user accounts
- Verify identities of maids, nurses, and cleaning companies
- Connect homeowners with service providers
- Improve app functionality and customer support
- Process payments and subscriptions
- Ensure platform safety and prevent fraud

3. Sharing of Information

We may share information in the following situations:

- With service providers during a confirmed booking
- With third-party payment processors
- With law enforcement, when required by law
- With partners who support business operations (e.g., verification services)

We do NOT sell personal data to any third party.

4. Data Storage & Security

We implement industry-standard security measures to protect your data. However, no system is completely secure, and users should take precautionary measures such as safeguarding login credentials.

5. User Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request deletion of your data
- Withdraw consent where applicable

6. Cookies & Tracking

Our website may use cookies to improve your browsing experience and analyze site traffic. You can manage or disable cookies through your browser settings.

7. Children's Privacy

MaidMatch does not knowingly collect information from individuals under the age of 18. If such data is discovered, it will be deleted promptly.

8. Third■Party Links

Our platform may contain links to external services. We are not responsible for their privacy practices.

9. Changes to This Privacy Policy

We may update this policy from time to time. Continued use of our services after changes indicates acceptance of the updated policy.

10. Contact Information

For questions or concerns regarding this Privacy Policy:

Email: support@maidmatchug.org

Phone: 0394765935

Website: www.maidmatchug.org

Powered by Agatech Innovation Hub

Thank you for trusting MaidMatch. Your privacy and safety are our top priority.