

## **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](http://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](mailto:support@maidmatchug.org)

Phone: 0394765935

Website: [www.maidmatchug.org](http://www.maidmatchug.org)

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