

HileTask Privacy Policy

1. Introduction

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You. We use Your Personal data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy.

2. Information Collection

Information you provide to HileTask

HileTask collects certain personally identifiable information about you, including information that can identify, relate to, describe, be associated with you, or is reasonably capable of being associated with you ("**Personal Information**"). Examples of Personal Information that HileTask collects include but are not limited to:

Contact Information. This may include your first and last name, address, telephone number, and email address.

Billing Data, including your payment instrument number (such as a credit or debit card number, mobile money and airtel money number), expiration date, and security code as necessary to process your payments.

Identity Information. If you are a Service provider, we may collect Personal Information, such as your date of birth and address, copy of national identification card, local leader recommendation together with the result of basic criminal record checks as provided by you, as well as such information as may be needed to validate your identity and behavior in community.

Financial Information. To help Service Providers set up a payment account and help Customers make payments to services, we may collect financial information, including credit card number, bank account, mobile money, airtel money, and other payment information, as applicable.

Promotional Information. Certain offerings of the HileTask Platform, such as newsletters, surveys, contests, and the like are optional and so you are not required to enter them or to give us your data in connection with them. Where you do consent to take advantage of HileTask Platform offerings, we will use your data to (as applicable) send you newsletters and other communications that are tailored based on information we have about you, or to operate and manage the survey, contest or similar offering in connection with our legitimate interest in promoting our business and the HileTask Platform. To opt-out of receiving marketing communications from us,

Employment Information. We collect employment and education history, transcripts, certificates, and references as necessary to consider your job application for open positions.

Content Information. You also may choose to send HileTask Personal Information in an email or chat message containing inquiries about the HileTask Platform and we use this Information in order to help us respond to your inquiry. We also collect content within any messages you exchange with other Users through the HileTask Platform (such as through our chat functionality).

We require that you furnish certain information when you register an account with us in order to provide services through the HileTask Platform. For example, if you are a customer, we collect your first and last name, email address, mobile phone and address in order to create and administer your HileTask account. We also collect additional information in order to facilitate your booking request, such as information about the task you are seeking, the time, date and location of the task, and Billing Data. If you are a Service Provider, we collect your first and last name, email address, mobile phone number, ID and address in order to create and administer your HileTask account and facilitate communications between you and your Customers through the HileTask Platform. We also collect information about your tasks, rates, and skills, as well as Identity Information, Financial Information, criminal record (criminal background checks on Service Providers) and local leader recommendation provided by you, in order to advance our legitimate interests in ensuring the safety of our Users and maintaining the integrity of the HileTask Platform.

3. Information HileTask Collects Automatically

We automatically collect certain information when you use the HileTask Platform. The categories of information we automatically collect and have collected, including in the last 12 months, are as follows:

Service Use Data, including data about features you use, pages you visit, emails and advertisements you view, portions of the HileTask Platform that you view and interact with, the time of day you browse, and you're referring and exiting pages.

Device Data, including data about the type of device or browser you use, your device's operating system, your internet service provider, your device's regional and language settings, and device identifiers such as IP address and Ad Id. When you visit and interact with the HileTask Platform, HileTask may collect certain information automatically through cookies or other technologies, including, but not limited to, the type of computer or mobile device you use, your mobile device's unique device ID, the IP address of your computer or mobile device, your operating system, the type(s) of internet browser(s) you use, and information about the way you use the HileTask Platform ("**Device Information**"). We may use Device Information to monitor the geographic regions from which Users navigate the HileTask Platform, and for security and fraud prevention purposes.

Location Data, including imprecise location data, and, with your consent, precise location data (such as latitude/longitude data). When you visit the HileTask Platform via a native mobile application, we use, with your consent when required under applicable law, GPS technology (or

other similar technology) to determine your current location in order to determine the city you are located in and display a relevant location map. We will not share your current location obtained in this manner with other Users.

4. *HileTask's Use of Information*

We collect and use information for business and commercial purposes in accordance with the practices described in this Privacy Policy. Our business purposes for collecting and using information include:

- To operate and make available the HileTask Platform. We use your data to connect you with other Users to enable the posting of, selection for, completion of, and payment for Tasks, in order to fulfill our contracts with Users;
- For billing and fraud prevention, on the basis of our legitimate interests in ensuring a safe and secure environment in which Customers and Service Providers can meet and conduct business, and in order to comply with our legal obligations;
- To conduct identification and criminal background checks, on Users, in order to advance our legitimate interests as well as for the substantial public interest of ensuring the safety of our Users both online and offline, preventing or detecting unlawful acts, protecting the public against dishonesty, and maintaining the integrity of the HileTask Platform given that Service Providers often interact directly with Customers and may enter their homes;
- To analyze HileTask Platform usage as necessary for our legitimate interest in improving the HileTask Platform to grow our business;
- To contact you and deliver (via email, SMS, push notifications, or otherwise) transactional information, administrative notices, marketing notifications, offers and communications relevant to your use of the HileTask Platform, with your consent when required under applicable law, as necessary for our legitimate interests in proper communication and engagement with our Users, and in promoting our business;
- To provide you with customer support in order to fulfill our contracts with Users;
- For internal market research for our legitimate interest in improving the HileTask Platform to grow our business;
- For troubleshooting problems for our legitimate interests in ensuring a safe and secure environment in which Users can meet;
- To assist Users in the resolution of complaints and disputes between them, as necessary for our legitimate interests in facilitating good relations among Users;
- To enforce our Terms of Service and our legitimate interests in ensuring our Agreement is complied with; and
- As otherwise set forth in the Agreement.

Interest-Based Advertising. Ads are a standard part of user experience on the Internet, and HileTask believes that targeted advertising enhances this experience. HileTask and Referrers may use different technologies to place ads where they believe interested Users will see them. In addition to banner ads, HileTask may advertise products, companies and events that we think might interest you through the email address and/or phone number you provide. We may incorporate Tracking Technologies on the HileTask Platform (including our website and emails) as well as into our ads displayed on other websites and services. Some of these Tracking Technologies may track your activities across time and services for purposes of associating the different devices you use, and delivering relevant ads and/or other content to you ("**Interest-Based Advertising**"). Advertising and marketing are carried out as necessary for our legitimate interests in providing an engaging and relevant experience, promoting our services, and growing our business.

HileTask uses information to offer services to Users who express an interest in these services, through a poll for example, or to Users who can be presumed to have an interest based on results from our Market Analysis. We do this as necessary for our legitimate interests in providing an engaging and relevant experience, promoting our services, and growing our business.

Cell Phone Numbers. HileTask may use your cell phone number to call or send recurring text messages to you, using an auto dialer or prerecorded voice, in order to provide you notifications about Tasks, for marketing purposes, and to administer the HileTask Platform.

Call recordings. Calls to or from HileTask may be monitored and recorded for the purposes of quality control and training. Such calls may contain Personal Information.

5. Information Sharing

We only share the Information we collect about you as described in this Privacy Policy or as described at the time of collection or sharing, including as follows:

Promotions. When you voluntarily enter a sweepstakes, contest, or other promotion, we share information as set out in the official rules that govern the promotion as well as for administrative purposes.

Other Users. HileTask facilitates contact between Customers and Service Providers and reserves the right to share one User's contact information (e.g., name, phone number, email, or address) with other Users, or with the recipient User's legal or other authorized representative, in order to: (1) facilitate or communicate the resolution of an investigation or dispute related to or arising from an interaction between two or more Users of the HileTask Platform; or (2) facilitate the performance of a Task. This exchange of information is essential to the operation of the HileTask Platform.

Public Areas. Your profile on the HileTask Platform consists of information about you and your business, and may include information such as photographs, your years in business, skills and expertise, feedback/rating information, and other information, including your username ("**Profile**"). The information in your User Profile may be visible to all Users and the general public. If

you choose to post a Task via the HileTask Platform, the contents of such listing will be viewable by Tasker assigned to your task on HileTask Platform.

6. HileTask's Security of Collected Information

Your HileTask account is password-protected so that only you and authorized HileTask staff have access to your account information. In order to maintain this protection, do not give your password to anyone. Also, if you share a computer, you should sign out of your HileTask account and close the browser window before someone else logs on. This will help protect your information entered on public terminals from disclosure to third parties. The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, we cannot guarantee its absolute security.

7. Notification of Changes

HileTask's Privacy Policy is periodically reviewed and enhanced as necessary. This Privacy Policy might change as HileTask updates and expands the HileTask Platform. HileTask will endeavor to notify you of any material changes by email. HileTask also encourages you to review this Privacy Policy periodically.

8. Children's Privacy

This service is intended for a general audience, and is not directed at children under 18 years of age. We do not knowingly gather personal information in a manner not permitted by right of children in country. If you are a parent or guardian and you believe that we have collected information from your child in a manner not permitted by law, please let us know by contacting us. We take steps to remove that information from Our servers.

9. Links to other websites

Our Service may contain links to other websites that are not operated by Us. If You click on a third-party link, you will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.