

1. Introduction

This privacy statement explains how Easeup will use and store your personal information on their platform. It also explains your legal rights in relation to this information. By using the Easeup platform, you are agreeing to have read and understood the privacy policy and terms of service. These documents outline the rules for using the Easeup platform and how Easeup will handle your information.

2. General Terms

In this Privacy Policy,

1. Easeup may be referred to as "Easeup," "we," "our," or "us."
2. A user of the Easeup platform may be referred to as "User," "Users," "you," "your," or "Client" and "Handyman," depending on the context.
3. The community platform offered on the Easeup website (www.easeupgh.tech) is referred to as the "Site," while the mobile application (for either iOS or Android) is referred to as the "App."
4. The Easeup website, mobile application, and any associated information and communication are collectively referred to as the "Easeup Platform."
5. The "Terms of Service" refers to the terms and conditions for using the Easeup platform, which can be found at a specified link. This Privacy Policy is considered a part of the Terms of Service.

3. Information Collection

Information you provide to Easeup

Easeup collects certain personally identifiable information about you, including information that can be used to identify, describe, or contact you ("Personal Information"). This may include your name, address, phone number, email address, and other identifying information. Easeup may also collect billing data, such as your payment instrument number, expiration date, and security code, as needed to process your payments. For Handymen, Easeup may collect personal information such as date of birth, address, national identification number (if applicable), and the results of basic criminal record checks (to the extent permitted by law).

Easeup may also collect financial information, including credit card numbers, bank routing numbers, tax information, and taxpayer identification numbers, in order to set up payment accounts for Handymen and to facilitate payments between Clients and Handymen, as well as to pay fees to

Easeup. To keep financial data secure, Easeup has contracted with a third party to maintain and process payment information. This is done in order to operate the Easeup platform and to fulfill contracts with users, as necessary for our legitimate interests in providing our platform and services.

Certain optional offerings of the Easeup platform, such as newsletters, surveys, and contests, may require you to provide personal information. If you choose to participate in these offerings, Easeup may use your data to send you tailored newsletters and other communications or to operate and manage the survey, contest, or other offering. This is done in connection with our legitimate interest in promoting our business and the Easeup platform. You can opt out of receiving marketing communications from Easeup by following the instructions in section 7, "Your Rights and Choices."

Easeup collects information related to your employment and education history, transcripts, skills, and references in order to consider your job application for open positions. This information is collected as necessary to evaluate your application.

Easeup collects personal information that you may choose to send in emails or chat messages asking about the Easeup platform in order to respond to your inquiry. Easeup also collects the content of any messages you exchange with other users through the Easeup platform, such as through the chat function.

When you register an account with Easeup, certain information is required in order to provide services through the platform. For example, if you are a Client, Easeup will collect your name, email address, and location information in order to create and manage your account and facilitate booking requests. Additional information, such as details about the task you are seeking and billing data, may also be collected. If you are a Handyman, Easeup will collect your name, email address, phone number, and location information in order to create and manage your account and facilitate communication with Clients. Information about your tasks, rates, skills, identity, and financial information may also be collected.

Easeup may collaborate with external agents to conduct identity and criminal background checks on Handymen if it is legal and necessary to protect our users and maintain the trustworthiness of the Easeup platform. These checks may be performed to advance our legitimate interests in ensuring safety and integrity.

4. Information Easeup Collects Automatically

When you use the Easeup platform, we may automatically collect certain information about your activity on the platform, your device, and your location. This information may include data about the features you use, the pages you visit, emails and ads you view, the time of day you browse, and your referring and exit pages. It may also include information about your device, such as the type of device or browser you use, your device's operating system, your internet service provider,

and device identifiers like IP address and Ad Id. We may use this device information to monitor the geographic regions from which users access the Easeup platform and for security and fraud prevention purposes. We may also collect location data, such as imprecise location data (like location derived from an IP address) or precise location data (like latitude/longitude data) with your consent. When you access the Easeup platform through a native mobile app, we may use GPS technology to determine your location with your consent. We may also use cookies and similar technologies, which are described in our cookie policy.

5. Use of Information by Easeup

We use information for various business and commercial purposes, as described in this privacy policy. These purposes may include operating and providing access to the Easeup platform, billing and fraud prevention, conducting identity and criminal background checks on users (where permitted by law), analyzing platform usage to improve the Easeup platform, contacting users and delivering marketing communications with their consent, providing customer support, conducting internal market research, troubleshooting problems, assisting users in resolving disputes, enforcing our terms of service, and as otherwise stated in the agreement. These activities may be carried out to fulfill our contracts with users, for our legitimate interests in ensuring a safe and secure environment, improving the platform, engaging with users, and promoting our business, and to comply with legal obligations.

Easeup may use interest-based advertising and tracking technologies to display ads to users on the Easeup platform and other websites and services. We may also use your information to conduct market analysis and offer services to users who may be interested in them. We may use your cell phone number to call or send text messages for notifications about tasks, marketing purposes (with your consent when required by law), and to administer the Easeup platform. You may opt out of these messages on your mobile device and be charged for standard SMS and per-minute fees by your mobile carrier. Calls to or from Easeup or its third-party agents may be recorded for quality control and training purposes and may contain personal information. These activities may be carried out as necessary for our legitimate interests in providing an engaging and relevant experience, promoting our services, and growing our business. For more information about our advertising and cookie policies, please see the "Your Rights and Choices" section or Section 7 of our terms of service.

6. Information Sharing

We may share the information we collect about you with third-party agents who process information on our behalf for our business purposes. These agents may include vendors and service providers that support the operation of the Easeup platform, such as email origination, identity checks, criminal background checks (where permitted by law), fraud prevention and detection, receipt, invoice, and customer relationship management services, data analytics, marketing and advertising, website hosting, communications services, technical support, financial transaction fulfillment, and chargeback and collection services. We require these third-party agents to only use your information for the specific services they are providing and prohibit them from retaining,

using, or disclosing your information for any other purposes. However, we may allow them to use non-identifying information (such as aggregated or de-identified data) for any purpose except as prohibited by applicable law.

Some content on the Easeup platform may be sponsored or presented by other companies. If you access the Easeup platform through a co-branded version or participate in one of our partner programs, we may share information about your use of the platform with the partner in order to offer an integrated platform and evaluate the partner program. We may also share your personal information with our partners to receive additional information about you or create offers that may be of interest to you. It is important to review a partner's privacy policy before sharing information about yourself. If you do not want these partners to have your personal information, you can choose not to participate in the partner program.

We may share information as required by law and for administrative purposes when you enter a sweepstakes, contest, or other promotion. By entering a promotion, you agree to the official rules governing that promotion and may allow the sponsor and other entities to use your name, voice, and/or likeness in advertising or marketing materials, unless prohibited by applicable law. We may contact you with information about special events, activities, promotions, contacts, submission opportunities, and programs if you opt in to receive such communications.

We may also use matched ads by sharing personal information with another party or incorporating a pixel from another party into our own sites for advertising purposes. For example, we may incorporate the Facebook pixel on our sites and share your email address with Facebook as part of our use of Facebook Custom Audiences. We facilitate contact between clients and handymen and may share one user's contact information with other users or the recipient user's legal or authorized representative in order to resolve an investigation or dispute related to an interaction between users or facilitate the performance of a task. This exchange of information is necessary for the operation of the Easeup platform.

Easeup and its third-party agents may disclose your personal information or user-generated content to courts, law enforcement agencies, governmental or public authorities, tax authorities, or authorized third parties if and to the extent required or permitted by law or if disclosure is reasonably necessary to comply with Easeup's legal or regulatory obligations; respond to a court order, warrant, or subpoena; investigate alleged criminal or illegal activity; or address any activity that may expose Easeup to legal or regulatory liability. In certain jurisdictions, Easeup and its third-party agents may also disclose information such as user contact details, identification information, transaction dates and amounts, license and permit status, and tax identification numbers to relevant governmental authorities if required by law. Easeup may also disclose personal information if it believes it is necessary to protect the rights of its users, the general public, or Easeup or its affiliates in the event of a compromise to a user's account or in the event of an emergency. In the event of a merger, acquisition, or business combination, Easeup may share information about its users. Information in a user's profile, including skills, expertise, pay rates, and feedback/rating information, may be visible to all users and the general public. If a user posts a task, the contents of the listing will be visible to the handymen selected for the task.

7. Your Rights and Choices

You have the option to stop receiving promotional messages from us, including those related to the Easeup Platform, and request for your personal information to be removed from our databases or deactivate your account by accessing the "Account" tab on the Site or App or by contacting us.

During the registration process for Easeup, you have the option to choose whether or not you want to receive marketing emails from the company. You can edit this preference at any time by logging in and accessing the "Account" tab and selecting "Notifications". In addition to email marketing, you also have the option to receive push notifications through the app, which can be configured in the settings of your mobile device. You have the right to update and correct any inaccuracies on your Easeup profile at any time by accessing the "Account" tab. Some information, such as your age, cannot be altered by you and may require contacting Easeup at privacy@easeup.net to make corrections. You can opt out of receiving promotional emails from Easeup by accessing the "Account" tab in your profile or by clicking the unsubscribe link in any promotional email. You can also opt out of receiving promotional text messages by following the instructions provided in those messages to text the word "STOP". Please note that this opt-out is only applicable to the phone number used and will not affect any future subscriptions. If you opt out of certain communications, you may still receive non-promotional emails from Easeup regarding your account, tasks, transactions, servicing, or the ongoing business relationship with the company. If you receive unsolicited promotional emails from Easeup domain, you can report them by contacting the company.

8. Easeup's Information Retention Policy

We keep your personal data on file as long as you are a user of our services in order to fulfill our obligations to you and to comply with legal requirements. We may also store data that cannot be directly linked to your identity, such as information connected to a randomly generated identifier. This data is used for research and to improve and develop our services, and we take measures to ensure that it cannot be traced back to you. The specific length of time that we retain personal data is outlined in Exhibit A.

9. Easeup's Security of Collected Information

Your Easeup account is password-protected, and only you and authorised Easeup staff should have access to your account information. To maintain this protection, do not share your password with anyone. If you use a shared computer, make sure to sign out of your Easeup account and close the browser window before someone else logs on. This will help protect your information entered on public terminals from being accessed by third parties. Easeup takes reasonable security precautions to protect your data from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. These measures include administrative, physical, and technical safeguards, as well as staff dedicated to maintaining privacy and security. However, it's important to note that internet

transmissions are not completely secure, and we cannot guarantee the security of information about you.

10. Notification of Changes

Easeup's Privacy Policy is reviewed and updated on a regular basis as needed. It may change as Easeup updates and expands its services. Easeup will try to notify you of any significant changes to the policy by email. We recommend reviewing the Privacy Policy periodically to stay informed of any updates.

11. Children's Privacy

This service is not intended for children under 18 years of age. If you are a parent or guardian and believe that we have collected information from your child in an unlawful manner, please contact us so that we can remove the data. We do not knowingly collect or "sell" the personal information of minors under 18 years old who are residents of Ghana.

12. Contacting Us

If you have any questions or concerns about this Privacy Policy, the way we or our third-party agents handle your personal information, the practices of our site, your interactions with the Easeup platform, or if you experience technical problems, you can contact us for assistance. Easeup's staff will respond to all mail or email from users who have questions about privacy, including inquiries about the types of personal information stored in our databases and requests to know, delete, or correct that information.