General Terms and Conditions (GTC)

1. Scope of Application 1.1 These General Terms and Conditions (GTC) apply to all contracts and business relationships between Tasker24 (hereinafter referred to as "Platform") and its users (hereinafter referred to as "Customers" or "Service Providers") mediated through the platform. 1.2 Deviating conditions of the users are not recognized unless Tasker24 has explicitly agreed to them in writing.
2. Services of Tasker24 2.1 Tasker24 provides an online platform that acts as an intermediary between customers and service providers. 2.2 Tasker24 is not a contractual party in the contracts mediated through the platform. All agreements regarding services are made exclusively between the customer and the respective service provider. 2.3 Tasker24 does not provide direct customer support for services rendered and takes no responsibility for the quality or execution of the mediated services.
3. Contract Conclusion with Tasker24 3.1 Using the platform requires registration. The user is obligated to provide truthful information and keep their data up to date. 3.2 Registration can also be done via an existing Google account. 3.3 Tasker24 reserves the right to block or delete user accounts if incorrect information has been provided or if there are violations of these GTC.
4. Contract Conclusion Between Customers and Service Providers 4.1 The contract between the customer and the service provider is concluded when the customer accepts an offer from the service provider through the platform. 4.2 Tasker24 has no influence on the contract design between customers and service providers. 4.3 The service provider is obligated to perform the agreed service correctly. Disputes between the contracting parties are to be resolved without involving Tasker24.
5. Intermediary Fee and Payment Terms 5.1 Tasker24 charges a service fee for the mediation, which becomes due after the successful completion of the service. 5.2 Payment for the service is made directly between the customer and the service provider. Tasker24 is not responsible for processing payments or refunds.
6. Disclaimer 6.1 Tasker24 is not liable for damages arising from the use of the platform or the mediated services. 6.2 Tasker24 is only liable for damages resulting from gross negligence or intent. 6.3 Tasker24 is not liable for technical failures or temporary unavailability of the platform.
7. Contract Duration and Termination 7.1 The user agreement between the user and Tasker24 is concluded for an indefinite period. 7.2 Users can delete their account at any time. 7.3 Tasker24 may terminate the user agreement at any time with a notice period of 14 days. The right to terminate for good cause remains unaffected.
8. Final Provisions 8.1 The laws of the Federal Republic of Germany apply. 8.2 If a provision of these GTC is or becomes invalid, the validity of the remaining provisions remains unaffected. 8.3 The place of jurisdiction for all disputes arising from or in connection with these GTC is, unless otherwise provided by law, the registered office of Tasker24.
9. Data Protection 9.1 Tasker24 processes the personal data of users in accordance with applicable data protection regulations. 9.2 Collected data includes customer and employee information (e.g., name, email, phone number, place of residence), identity verification (if required), technical data (IP address, cookies). 9.3 The data is used for the mediation of services, improvement of the platform, and compliance with legal obligations. Further information on data processing is available in Tasker24’s privacy policy.
10. Changes to the GTC 10.1 Tasker24 reserves the right to modify these GTC at any time. 10.2 Users will be informed about substantial changes. If a user does not object within 14 days, the modified GTC will be deemed accepted. Changes will be published on our website and take effect immediately.

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**Guidelines and Network Conditions**

1. **No Private Contact Information**: Employees are not allowed to exchange emails, phone numbers, or addresses. All communication must be conducted exclusively through the platform.
2. **No Private Agreements**: Employees are prohibited from making private offers (such as individual pricing or work outside the platform) to ensure that all orders are processed officially through the platform.
3. **No Cash Payments**: All payments must be made digitally through the platform. Cash payments or direct billing are not allowed.
4. **Automatic Monitoring**: The platform is configured to automatically detect any use of unauthorized words or contact information. In the case of a violation, employees will be immediately blocked.

**Process Flow**

1. **Employee Registration**: Employees register on the platform.
2. **Job Creation**: Customers create job postings.
3. **Offer Function**: Employees can send offers with price suggestions.
4. **Customer Selection**: Customers view the offers and decide which one to accept.

**Behavioral Rules and Consequences for Violations**

Employees are required to work honestly and professionally. Any attempt at fraud, deliberate deception, or poor performance will not be tolerated. If we find that an employee is violating the rules or committing fraud, we will immediately report this to our lawyer. Legal consequences, including claims for damages and potential criminal charges, may follow.

**Additional Behavioral Guidelines**

1. **Confidentiality and Data Security**: Employees are prohibited from sharing customer personal data (such as email, phone number, address) or using it for personal purposes. Unauthorized use will result in immediate suspension and legal consequences.
2. **Communication Rules**: All communication between customers and employees must take place exclusively via our platform. Direct contact via email, phone, or other private channels is prohibited. Violations will result in a permanent ban of the employee's account.
3. **No Private Deals**: Employees may not make private arrangements with customers that occur outside the platform (e.g., cash payments or private jobs). All services must be processed through the platform. Violations will result in the employee’s profile being permanently blocked.
4. **Reporting Problems**: If a customer is dissatisfied or an employee has a complaint, it must be reported immediately to our support team to find a solution.
5. **Consequences of Misconduct**: Any violation of the rules, such as fraud, unprofessional behavior, or data protection violations, will be taken seriously and may lead to legal actions.

**Employee Ratings**

1. **Honest and Fair Reviews**: Customers can rate employees upon completion of a job. These ratings should be honest, respectful, and objective.
2. **Anonymity and Data Protection**: Employee ratings should be submitted anonymously, without making personal data of the employee publicly accessible.
3. **No Manipulation of Reviews**: Manipulating reviews or posting fake reviews is not allowed. Violations of this rule will lead to legal consequences.
4. **Right to Respond**: Employees have the right to respond to negative reviews to clarify misunderstandings.

**Customer Guidelines**

1. **Respectful Treatment**: Customers must treat our employees respectfully. Any form of discrimination or harassment will lead to an immediate ban of the customer account.
2. **No Private Agreements**: All agreements regarding services and payments must be processed exclusively through our platform.
3. **Payment Conditions**: Customers are required to make the agreed payments via the platform on time after the job is completed.
4. **Cancellation of Jobs**: Customers can cancel jobs, but only up to a certain time before the scheduled appointment. Late cancellations may incur cancellation fees.
5. **Confidentiality and Data Protection**: Customers must not store or share personal data of employees for private purposes.
6. **Ratings and Feedback**: Ratings must be fair and respectful. Misuse of the review function can lead to account suspension.
7. **Consequences of Violations**: Repeated violations may lead to the permanent suspension of the customer account and legal actions.

**Additional Guidelines**

1. **Liability and Responsibility**: The liability for damages or losses is clearly defined.
2. **Confidentiality**: Both customers and employees must not share sensitive data without consent.
3. **Service Availability**: Services are only available if the agreed deadlines are met.
4. **Prohibition of Discrimination**: Any form of discrimination will result in immediate account suspension and legal actions.

**Legal Notices Regarding Employment Mediation on Tasker24**

Tasker24 connects customers and service providers for household and craft tasks. We do not support illegal work and emphasize compliance with legal regulations.

* **For Service Providers**:
  + **Business Registration**: Service providers must register as self-employed.
  + **Mini job or Employment**: Regular work for a client requires registration.
  + **Invoicing via Tasker24**: In the future, an invoicing option will be available.
* **For Customers**:
  + **Customers must ensure legal employment relationships**.
  + **For regular jobs, a Mini job registration may be required**.
  + **Tasker24 is not an employer and does not issue employment contracts**.

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**Privacy Policy for Taskar24**

1. Introduction At Taskar24, we place great importance on the protection of your personal data. This privacy policy outlines the data we collect, how we process it, and the rights you are entitled to. Our platform complies with the requirements of the General Data Protection Regulation (GDPR) and other applicable data protection laws. We process your personal data through the Taskar24 website, app, and all other services referring to this privacy policy.
2. What Data We Collect We only collect personal data to the extent necessary for providing and improving our services. This includes:
   * Customer Data:
     + First and last name
     + Email address
     + Phone number
     + Address (if required for the order)
   * Employee Data:
     + First and last name
     + Email address
     + Phone number
     + Residence and city
     + Language skills and proficiency
     + Description and pricing of the offered services
     + Reviews from other users
   * Additional Verification Data:
     + Identity verification: We collect a copy of your ID and a selfie for verification purposes only. This data will be used solely for verification and deleted afterward.
   * Technical Data:
     + IP address
     + Device information (browser type, operating system)
     + Cookies (see section 6)
3. How We Use Your Data We process personal data exclusively for the following purposes:
   * To provide and mediate services between customers and employees
   * To fulfill contractual obligations
   * To communicate (e.g., updates, order details)
   * To improve our platform and services
   * To comply with legal requirements
4. Data Storage and Deletion We store your personal data only as long as necessary to fulfill contractual or legal obligations:
   * Contract-related Data: Stored while using our platform; unnecessary data will be deleted after the contract ends.
   * Deletion Upon Request: You can request the deletion of your data at any time, unless there are legal obligations preventing it.
   * Retention Obligations: Certain data (e.g., invoices, tax data) must be retained according to legal regulations for up to ten years.
   * Data Deletion: Once the data is no longer needed for the above purposes, it will be securely deleted or anonymized.
5. Rights of Users According to the GDPR, you have the following rights:
   * Right to Access: You can request an overview of your stored data.
   * Right to Rectification: Incorrect or incomplete data can be corrected.
   * Right to Deletion: You can request the deletion of your data, unless there are legal retention obligations.
   * Right to Object: You can object to the processing of your data if it is based on legitimate interest.
   * Right to Data Portability: Your data can be provided in a structured, commonly used format.
6. Cookies and Tracking Our website uses cookies to enhance the user experience:
   * Necessary Cookies: Required for the operation of the platform.
   * Functional Cookies: Store preferences such as language settings.
   * Analytical Cookies: Help us improve the platform. You can disable cookies in your browser settings, but this may limit the functionality of the website.
7. Data Processing when Using Our Platform
   * Customer Data: Used for processing inquiries, orders, and communication. After order completion, we only store the first name for future inquiries.
   * Employee Data: Used to provide their services on the platform. Identity verification data is deleted after confirmation.
8. Contractual Arrangements The agreement between customers and employees is considered an independent contract. Taskar24 acts only as an intermediary and assumes no liability for employees' tax or other legal obligations.
9. Payment Processing via Stripe For payment processing, we use Stripe, Inc. The following personal data is transmitted:
   * Name
   * Email address
   * Payment data (e.g., credit card number) Stripe processes this data according to its own privacy policy: [Stripe Privacy Policy].
10. Sharing Data with Customers Only necessary profile information of employees is shared with customers, including:

* Profile picture
* First and last name
* Language skills
* Service description
* Reviews Phone numbers, email addresses, and private addresses are not shared.

1. Complaint Management All complaints are reviewed according to data protection laws and are stored for a maximum of one year before being deleted.
2. Chat Histories and Photos All chat messages and photos exchanged during an order are stored and may be used for dispute resolution. These data are not shared with third parties.
3. Use of Social Media We are active on Instagram, Facebook, and TikTok. Please note that these platforms have their own privacy policies:

* [Instagram Privacy Policy]
* [Facebook Privacy Policy]
* [TikTok Privacy Policy]

1. Security of Your Data We implement technical and organizational measures to protect your data, including:

* SSL encryption for data transmission
* Access restrictions to personal data
* Regular security checks

1. Newsletter When you register on our platform, you will automatically be subscribed to the newsletter. You can unsubscribe at any time through the unsubscribe link in the email.
2. Permissions and Rights of Users Our app requires certain permissions for optimal use:

* Camera: For uploading profile pictures and identity verification.
* Location Query: Optional, to check availability in a region.

You have the right to:

* Request information about your stored data.
* Request correction or deletion of your data, unless there are legal retention obligations.
* Object to data processing or request data portability.

1. Contact If you have any questions regarding this privacy policy or wish to exercise your rights, you can contact us at any time via email or through our contact form:

* Email: kontakt@taskar24.de
* Website: [www.Taskar24.de](http://www.Taskar24.de)

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**Imprint**

Vendor:  
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Demminer Strasse 21  
13059 Berlin  
Germany

E-mail: kontakt@tasker24.de  
Represented by: Tasker24 Team  
Managing Director: Mohamad Khatib

Sales tax ID: 32/378/04020

Commercial register: Sole proprietorship

Chat on WhatsApp from the Home Page – Tasker24