

HELPERU'S PRIVACY NOTICE

HelperU's Privacy Notice

Last Updated October 5th.

1. Introduction

This Privacy Notice ("**Privacy Notice**") describes how HelperU, will collect, use, retain, disclose, and delete your Personal Information (defined below) on the HelperU Platform (defined below). It will also explain your legal rights with respect to that information.

By using the platforms, you confirm that you have read and understood this Privacy Notice, and each applicable Terms of Use (defined below) (together referred to herein as the "Agreement"). The Agreement governs the use of the HelperU Platform. HelperU will collect, use, retain, disclose, and delete the Personal Information consistent with the Agreement.

If you are a California resident, please see the "Additional Disclosures for California Residents." If you have any questions or wish to exercise your rights and choices, please contact us in the "Contact Us" section below.

2. General Terms

In this Privacy Notice:

- HelperU may be referred to as "**HelperU**," "**we**," "**our**," or "**us**."
- We call a user of the platforms "**User**," "**Users**," "**you**," "**your**," or "**Client**" and "**Helper**," as appropriate.
- The community platform that we offer at our website (www.HelperU.com) is referred to as the "**Site(s)**."
- The mobile applications (whether on iOS or Android) are referred to as the "**Apps**."
- HelperU's Sites, Apps, and related services, information and communications are collectively referred to as the "**HelperU Platform**" or the "**Platform**."

"**Terms of Use**" refers to the relevant platform's Terms of Use, which can be found at HelperU.com. This Privacy Notice is incorporated into, and considered a part of, the Terms of Use.

3. Personal Information We Collect and Use

Information You Provide to HelperU. HelperU 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 HelperU collects include but are not limited to:

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

Billing Data. This may include your payment instrument number (such as a credit or debit card number), expiration date, and security code as necessary to process your payments.

Identity Information. If you are a Helper, we may collect Personal Information, such as your date of birth and address, national identification number if applicable, together with the result of basic criminal record checks as provided by you, or by our **Third-Party Agents (as defined below)**, as applicable and to the extent permitted by law in your jurisdiction, after provision of any legally necessary disclosures and receipt of any legally necessary written consents, as well as such information as may be needed to validate your identity.

Financial Information. To assist Helpers set up a payment account and assists Clients make payments to Helpers and pay fees to HelperU, we may collect financial information, including credit card number, bank routing numbers, tax information, taxpayer identification number, and other payment information, as applicable. We use Financial Information to operate the HelperU Platform and to ensure that Helpers are paid by Clients. We do this as necessary for our legitimate interests in providing our Platform and services and to fulfill our arrangements with Users. **To keep your Financial Information secure, we have contracted with a third party to maintain and process your payment information.**

Promotional Information. Certain offerings of the HelperU 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 HelperU 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 HelperU Platform. To opt-out of receiving marketing communications from us, please see **Section 7, Your Rights and Choices.**

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

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

We require that you furnish certain information when you register an account with us to provide services through the HelperU Platform. For example, if you are a Client, we collect your first and last name, email address, and your zip or postal code in order to create and administer your HelperU account. We also collect additional information to facilitate your booking request, such as information about the Help you are seeking, the time, date and location of the Help, and Billing Data. If you are a Helper, we collect your first and last name, email address, mobile phone number and zip or postal code to create and administer your HelperU account and

facilitate communications between you and your Clients through the HelperU Platform. We also collect information about your Helps, rates, and skills, as well as Identity Information and Financial Information.

Online Activity. This may include information on your interaction with the HelpU Platform, your Internet Protocol (IP) address, browser type, internet service provider (ISP), referring exiting pages, browser type, date/time stamp, and/or click stream data.

Personal Information Subject to Cal. Civ. Code § 1798.80(e). This may include your name, address, telephone number, health insurance status information, housing information, debt information, declared personal interests, political affiliation, medical information, or any other financial information. Some personal information included in this category may overlap with other categories.

Protected Classifications. This may include your age, date of birth, disability status, gender, and veteran or military status. Some personal information included in this category may overlap with other categories.

We do not knowingly collect Personal Information from individuals under 18 years of age, and therefore do not use or disclose it to third parties.

4. Information HelperU Collects Automatically

We automatically collect certain information when you use the HelperU 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 HelperU Platform that you view and interact with, the time of day you browse, and your 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 HelperU Platform, HelperU 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 HelperU Platform ("**Device Information**"). We may use Device Information to monitor the geographic regions from which Users navigate the HelperU Platform, and for security and fraud prevention purposes. Use of any IP-masking technologies or similar technologies (like the TOR network) may render portions of the HelperU Platform unavailable and are forbidden on the HelperU Platform.

Location Data, including imprecise location data (such as location derived from an IP address or data that indicates a city or postal code level), and, with your consent, precise location data (such

as latitude/longitude data). When you visit the HelperU 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 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.

5. HelperU's Use of Information

Your privacy is important to us. We collect and use information we need to do our business, including providing you with the services and experiences you expect from us. When we collect and use your information, we take your privacy and security very seriously.

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

- To operate and make available the HelperU Platform. We use your data to connect you with other Users to enable the posting of, selection for, completion of, and payment for Help, in order to fulfill our arrangements with Users;
- For billing and fraud prevention, based on our legitimate interests in ensuring a safe and secure environment in which Clients and Helpers can meet and conduct business, and in order to comply with our legal obligations;
- To conduct identification and criminal background checks, if applicable and to the extent permitted by local law, 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 HelperU Platform given that Helpers often interact directly with Clients and may enter their homes;
- To analyze HelperU Platform usage as necessary for our legitimate interest in improving the HelperU 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 HelperU 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 arrangements with Users;
- For internal market research for our legitimate interest in improving the HelperU 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;
- For compliance with applicable laws, regulations, and legal obligations;
- 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 HelperU believes that targeted advertising enhances this experience. HelperU and affiliate third parties may use cookies and other technologies to place ads where they believe interested Users will see them. In addition to banner ads, HelperU 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 HelperU 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 is carried out as necessary for our legitimate interests in providing an engaging and relevant experience, promoting our services, and growing our business.

Analytics and Market Analysis. HelperU may analyze information (“**Market Analysis**”) as necessary for our legitimate interests in providing an engaging and relevant experience, and promoting and growing the HelperU Platform.

HelperU 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. HelperU may use your cell phone number to call or send recurring text messages to you, using an autodialer or prerecorded voice, in order to provide you notifications about Helps, for marketing purposes (with your consent where required by law), and to administer the HelperU Platform. If you would like more information about our policy, or how to opt out, please review the “Your Rights and Choices” section below or **Section 9** of our **Terms and Conditions at HelperU.com**. You may be liable for standard SMS and per-minute charges by your mobile carrier. HelperU may also message you via push notifications (with your consent when required under applicable law), which you can opt-out of on your mobile device. Data rates may apply.

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

6. Information Sharing

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

Third Party Agents We share information, including Identity Information, with entities that process information on our behalf for our business purposes. We contractually prohibit our Third-Party Agents from retaining, using, or disclosing information about you for any purposes other than performing the services for us, although we may permit them to use information that

does not identify you (including information that has been aggregated or de-identified) for any purpose except as prohibited by applicable law.

To operate the HelperU Platform, including processing your transactions, we may share your Personal Information with our agents, representatives, vendors and service providers (“**Third Party Agents**”) so they can provide us with support services as follows:

- Email origination;
- Identity checks (currently carried out by our providers, and criminal background checks to the extent permitted by applicable law;
- Fraud prevention and detection. Our fraud detection providers also use information relating to you and your use of and activity on the HelperU Platform to provide fraud detection services to their other clients;
- Receipt, invoice, or support services;
- Customer relationship management services;
- Data analytics;
- Marketing and advertising;
- Website hosting;
- Communications services;
- Technical support;
- Financial transaction fulfillment (in which we are currently use Stripe), who processes your Personal Information in accordance with its **respective privacy policy**, and related chargeback and collection services; and
- To otherwise help us provide the HelperU Platform.

Partners. Some HelperU content is “sponsored by” or “presented by” other companies. If you connect to the HelperU Platform through a co-branded version of our HelperU Platform or otherwise participate in one of our partner programs, we may share information about your use of the HelperU Platform with that Partner in order to offer the integrated platform and to evaluate the partner program. We may also share your Personal Information with our Partners in order to receive additional information about you, or in order to create offers that may be of interest to you. Please check such Partner’s Privacy Notice before revealing information about yourself. If you don’t want these Partners to have your Personal Information, you can choose to not participate.

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 and as required by law (e.g., on a winners’ list). By entering a promotion, you agree to the official rules that govern that promotion, and may, except where prohibited by applicable law, allow the sponsor and/or other entities to use your name, voice, and/or likeness in advertising or marketing materials. We may occasionally contact you, if you want us to, with information about special events, activities, promotions, contests, submission opportunities, and programs. You always have the ability, in your Account, to ask HelperU not to contact you with this type of information. Please see **Section 7**, Your Rights and Choices, for more information.

Matched Ads. We use Matched Ads by sharing personal information with another party or incorporating a pixel from another party into our own Sites, and the other party matching common factors between our data and their data or other datasets for advertising purposes. For instance, we incorporate the Facebook pixel on our Sites and may share your email address with Facebook as part of our use of Facebook Custom Audiences.

Other Users. HelperU facilitates contact between Clients and Helpers and reserves the right to share one User's contact information (e.g., name, phone number, email, or postal 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 HelperU Platform; or (2) facilitate the performance of a Help. This exchange of information is essential to the operation of the HelperU Platform.

Legal Obligations. HelperU and our Third Party Agents may disclose your Personal Information or User Generated Content to courts, law enforcement, governmental or public authorities, tax authorities or authorized third parties, if and to the extent required or permitted to do so by law or where disclosure is reasonably necessary to: (i) comply with HelperU's legal or regulatory obligations; (ii) respond to a court order, warrant or subpoena; (iii) respond to a valid legal request relating to an investigation into alleged criminal or illegal activity; or (iv) respond to or address any other activity that may expose us to legal or regulatory liability.

Information about Users' permits, licenses, tax, or social security registrations, HelperU and our Third Party Agents may disclose information, including but not limited to, User contact details, identification information, transaction dates and amounts, license and permit status, and tax identification number(s) to applicable governmental authorities.

HelperU reserves the right to disclose Personal Information from both private and public areas of the HelperU Platform in the absence of a court order, warrant, or subpoena, to the extent permitted by applicable law, if we are given reason to believe, in our sole discretion, that someone is causing injury to or interfering with the rights of Users, the general public, or HelperU or its partners, parents or affiliates.

It is our policy to provide notice to Users before producing their information in response to law enforcement requests unless (i) we are prohibited or otherwise constrained by law or court order from doing so, (ii) we have reason to believe the User's account has been compromised such that the notice would go to the wrong person, or notice would otherwise be counterproductive or would create a risk to safety, or (iii) it is an emergency request and prior notice would be impractical (in which case we may provide notice after the fact).

Merger or Acquisition. HelperU reserves the right to share information in connection with, or during negotiations of, any proposed or actual merger, purchase, sale, or any other type of acquisition or business combination of all or any portion of our assets, or transfer of all or a portion of our business to another business.

Public Areas. Your profile on the HelperU Platform consists of information about you and your business, and may include information such as photographs, your years in business, skills and expertise, hourly pay rates, 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 Help via the HelperU Platform, the contents of such listing will be viewable to Helpers you select on the HelperU Platform.

7. Your Rights and Choices

You may opt-out of receiving promotional communications from us, including promotional communications related to the HelperU Platform, and request the removal of your Personal Information from our databases, or deactivate your account, by logging on to the Site or App and clicking on the “Account” tab.

Account Settings. During registration you choose whether to receive marketing correspondence from HelperU. This information remains on your Profile where you can, at any point, easily edit it. After logging on, click on the “Account” tab, then select “Notifications” to make your preferred selections.

Push Notifications. You have the option to receive updates and relevant offers via push notifications in your app. These notifications can be configured in the settings of your mobile device at any time.

Corrections to Profile. You have the right to access, update, and correct inaccuracies in your HelperU Profile at any time by logging in and clicking on the “Account” tab. There, you can view, update, and correct your Account information.

So that we may protect the integrity of the HelperU Platform, there are certain pieces of information, such as your age, that you cannot alter yourself. For example, since children under the age of majority in their jurisdiction of residence are not allowed to register as Users, we need to take reasonable measures to preserve the accuracy of our Users’ ages. You may contact us at privacy@HelperU.com if there is a need to make a correction to such data. Please see **Section 11**, Children’s Privacy, for more details.

Promotional Communications. You can opt out of receiving promotional communications from HelperU via the Account tab in your Profile. In addition, you can opt out of email marketing by clicking on the unsubscribe link in any message. You can opt out of promotional communications from HelperU sent via text message at any time by following the instructions provided in those messages to text the word "STOP". Please note that your opt-out is limited to the phone number used and will not affect subsequent subscriptions. If you opt-out of only certain communications, other subscription communications may continue. Even if you opt-out of receiving promotional communications, HelperU will continue to send you non-promotional communications, such as those about your account, Helps, transactions, servicing, or HelperU’s ongoing business relationship with you. If you receive unsolicited promotional communications from a HelperU domain, please let us know.

If you are a California Resident, please see the Additional Disclosures for California Residents section below.

8. HelperU's Information Retention Policy

We retain personal data for as long as you are a User in order to meet our contractual obligations to you, and for such longer period as may be in our legitimate interests and to comply with our legal obligations (see **Exhibit A** for exemplar document retention periods). We may also retain data from which you cannot directly be identified, for example where stored against a randomly-generated identifier so we know the data relates to a single User, but we cannot tell who that User is. We use this kind of data for research purposes and to help us develop and improve our services, and we take appropriate measures to ensure you cannot be re-identified from this data.

9. HelperU's Security of Collected Information

Your HelperU account is password-protected so that only you and authorized HelperU 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 HelperU 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.

HelperU implements and maintains reasonable administrative, physical, and technical security safeguards to help protect information about you from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. HelperU has staff dedicated to maintaining this Privacy Notice and other privacy initiatives, periodically reviewing security, and making sure that every HelperU employee is aware of our security practices. Nevertheless, transmission via the internet is not completely secure and we cannot guarantee the security of information about you.

10. Notification of Changes

HelperU's Privacy Notice is periodically reviewed and enhanced as necessary. This Privacy Notice might change as HelperU updates and expands the HelperU Platform. We reserve the right to modify or change this Privacy Notice at any time. When we make a material change to this Privacy Notice, we will inform you by posting a prominent notice on the home page of our website or changing the date on this page noting when the Privacy Notice was last updated. HelperU will endeavor to notify you of any material changes by email. HelperU also encourages you to review this Privacy Notice periodically.

11. Children's Privacy

This service is intended for a general audience and is not directed at children under 13 years of age. In certain jurisdictions, this minimum age may be higher. Please check the Jurisdiction-specific Provisions below for more information.

We do not knowingly gather personal information (as defined by the U.S. Children’s Privacy Protection Act, or “COPPA”) in a manner not permitted by COPPA. 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 at info@HelperU.com. We will remove the data.

We do not knowingly collect or “sell” the Personal Information of minors under 18 years old who are California residents.

12. Contacting Us

If you have any questions about this Privacy Notice or the manner in which we or our Third-Party Agents treat your Personal Information, the practices of the Site, your dealings with the HelperU Platform, or if you have technical problems, you may contact us. HelperU's staff will respond to all mail or email from Users with questions about privacy, including the types of Personal Information stored on the HelperU databases, and requests to know, delete or rectify such Personal Information.

13. Jurisdiction-specific Provisions

A. Residents of the United States of America

Information of U.S. Users. Our collection, use, and retention of the Personal Information of U.S. Users is in accordance with applicable U.S. laws, as is our determination of what is deemed to be “personal data and/or information.”

HelperU expressly disclaims any liability that may arise should any other individuals obtain the information you submit to the HelperU Platform.

Interest-Based Advertising in the United States. For more information about interest-based ads, or to opt out of having your web-browsing information used for behavioral advertising purposes, please visit www.aboutads.info/choices.

HelperU’s Security of Collected Information. While HelperU will use commercially reasonable efforts to ensure the security of all Personal Information, we expressly disclaim any liability for any unauthorized access to or use of our secure servers and/or any and all Personal Information stored therein, and you agree to hold HelperU harmless for any damages that may result therefrom. If you have any further questions on this issue, please refer to the HelperU.com/terms-of-use

Additional Disclosures for California Residents

These additional disclosures for California residents apply only to individuals who reside in California. The California Consumer Privacy Act of 2018 (“CCPA”) provides additional rights to know, delete and opt out, and requires business collecting or disclosing Personal Information to provide notice of rights California residents have and can exercise.

California Notice of Collection. We have collected Personal Information corresponding to the following categories enumerated in the CCPA, including within the last 12 months.

- *Identifiers*, including name, address, email address, account name, Social Security Number, IP address - and an ID number assigned to your account.
- *Customer records*, phone number, billing address, credit or debit card information, employment or education information.
- *Demographic information*, such as your age or gender. This category includes pieces of Personal Information that also qualify as protected classification characteristics under other pre-existing California or federal laws.
- *Analytics and Advertising*, including purchases and engagement with the HelperU Platform.
- *Internet activity*, including history of visiting and interacting with our Service, browser type, browser language and other information collected automatically.
- *Geolocation data*, including location enabled services such as WiFi and GPS.
- *Inferences*, including information about your interests and preferences.

For more information on what we collect, including the sources we receive information from, review [Section 3](#), Information Collection. We collect and use these categories of personal information for the business purposes described in [Section 5](#), HelperU's Use of Information, including to provide and manage the HelperU Platform.

HelperU does not generally sell information as the term “sell” is traditionally understood. However, to the extent “sale” under the CCPA is interpreted to include advertising technology activities such as those disclosed in Section 5, HelperU's Use of Information, as a “sale,” we will comply with applicable law as to such activity.

HelperU discloses the following categories of information for commercial purposes:

- Commercial Information;
- Demographic Data;
- Location Data;
- Identifiers;
- Inferences; and
- Internet activity.

We use and partner with different types of entities to assist with our daily operations and manage the HelperU Platform. Please review Section 6, Information Sharing, for more detail about the parties with which we share Personal Information.

Right to Know and Delete. If you are a California resident, you have the right to know certain information about our data practices in the preceding 12 months. In particular, you have the right to request the following from us:

- The categories of Personal Information we have collected about you;
- The categories of sources from which the Personal Information was collected;

- The categories of Personal Information about you we disclosed for a business purpose or sold;
- The categories of third parties to whom the Personal Information was disclosed for a business purpose or sold;
- The business or commercial purpose for collecting or selling the Personal Information; and
- The specific pieces of Personal Information we have collected about you

In addition, you have the right to delete the Personal Information we have collected from you. However, this is not an absolute right and HelperU may have legal grounds for keeping such data.

To exercise any of these rights, please submit a request at info@HelperU.com or HelperU.com/contact. In the request, please specify which right you are seeking to exercise and the scope of the request. We will confirm receipt of your request within 10 days. We may require specific information from you to help us verify your identity and process your request. If we are unable to verify your identity, we may deny your requests to know or delete.

Right to Opt-Out. To the extent HelperU sells your Personal Information as the term “sell” is defined under the CCPA, you have the right to opt-out of the sale of your Personal Information by us to third parties at any time. You may request to opt-out by [clicking Do Not Sell My Personal Information](#) in settings and making your choice.

Authorized Agent. You can designate an authorized agent to submit requests on your behalf. However, we will require written proof of the agent’s permission to do so and verify your identity directly.

Right to Non-Discrimination. You have the right to non-discriminatory treatment by us, should you exercise any of your rights.

Shine the Light. Customers who are residents of California may request: a list of the categories of Personal Information disclosed by us to third parties during the immediately preceding calendar year for those third parties’ own direct marketing purposes, and (ii) a list of the categories of third parties to whom we disclosed such information. To exercise a request, please contact us at info@HelperU.com. Requests must include “California Shine the Light Request” in the first line of the description and include your name, street address, city, state, and ZIP code. We may require additional information from you to allow us to verify your identity and are only required to respond to requests once during any calendar year. Please note that HelperU is not required to respond to requests made by means other than through the provided email address or mail address.