

PRIVACY POLICY - CUSTOMERS

Effective Date:

1. Overview
2. Personal Information that is Collected
3. Use of the Collected Personal Information
4. Automated Decision-Making and Opt-Out Rights
5. Sharing and Disclosure of the Collected Personal Information
6. Your Privacy Rights and Choices
7. Personal Information from Minors
8. Security and Retention
9. Changes to this Privacy Policy
10. Contact Information

1. Overview

Go2 Workers and its affiliates (“Go2 Workers”, “we”, “our”, or “us”) is a marketplace platform company that provides an on-demand service (“Service”) that enables customers (“Customers”) to connect with a network of independent contractors (“Third-Party Providers”) for various short-term cleaning, maintenance, or similar type jobs. When you use our Service as a Customer (“Users”, “your”, “you”), you share your personal information with us. Personal information is any information that Go2 Workers can reasonably use to identify you, whether that information identifies you on its own or when combined with other information. This Policy describes just how we collect, process, retain, and disclose that personal information when you use our Service, including, but not limited to, use through our websites, the Go2 Workers mobile application, the Go2 Workers platform, and any other related media or services.

This Privacy Policy is incorporated into, and considered a part of, the Terms of Use that you agree to when you use our Service. If you any have questions about this policy, please contact us using the contact information found below.

2. Personal Information that is Collected

(a) Information You Provide

(i) Contact Information which includes first name, last name, phone number(s), address(es) (such as home address, mailing address, work address, or other address), and email address(es).

(ii) Account and Profile information which includes the above contact information, username and credentials, date of birth, profile picture, preferred language, and gender.

(iii) Identity Information which, where appropriate, may include an image of your driver's license or other government-issued ID (in accordance with applicable laws) or other verification information.

(iv) Payment Information which includes credit card or debit card information. Payment information is primarily stored and processed by our third-party service providers, such as our payment processors; however, we may also store and process payment-related information.

(v) User Content which may include any communication (including, but not limited to, in-app messages, text messages, chats, phone calls, or email) by you with Go2 Workers or with Third-Party Providers and content from any customer support inquiry or outreach (such as chat logs, call recordings, and/or uploaded photos or recordings). Other user content may include feedback/ratings/reviews provided by you regarding the Service or Third-Party Providers or if Third-Party Providers provide feedback regarding you.

(b) Information Collected When You Use Our Service

(i) Service Order Information and Service Order History which includes payment information (such as the amount charged, optional tip amount, and payment method) and order details (such as type of service requested, address for service, date and time requested for service, promotional codes and discounts used and received, other special instructions or requests, and information regarding the Third-Party Provider providing the service requested).

(ii) Usage Information which includes data regarding how you interact with the Service (such as app crashes and other system activity, access dates and times, app features or pages or content viewed, and browser type).

(iii) Device Information which includes data about the device(s) you use to access and interact with the Service (such as device IP address or other unique device identifiers, hardware and software information, device information, device event information, unique identifiers, advertising identifiers, crash data, read receipts, mobile network data, operating systems and versions, and preferred languages).

(iv) Cookies and Similar Technology on your device that may record information such as settings. Depending on your settings, our Service may receive information about you from or through cookies or similar technologies.

(v) Geolocation Information only if you have enabled location access and this may include precise or approximate location determined from your IP address, mobile or other device's GPS, or other information you share with us, depending on your device settings. You can turn off Go2 Workers ability to collect and use precise location at any time in your app settings.

(vi) Communications Information which include data we collect when you communicate with us or our Third-Party Providers through the Service and may include type of communication used (such as phone, email, or text), content, and date and time information.

(c) Information From Other Sources

(i) To the extent permitted by applicable law, we may collect personal information from other sources, including, but not limited to, other users, Third-Party Providers, or law enforcement or other government authorities, regarding customer support issues, any claims or disputes, or other legal investigations. This information may include name, contact information, and any evidence (such as photos or recordings) related to accidents, incidents, claims, or disputes that you are involved.

(ii) We may collect personal information from service providers, such as communication service providers or payment providers and processors regarding information relevant to communicating with you and/or processing payments.

(iii) We may also collect personal information from service providers who help us verify your identity or detect fraud. This information may include name and contact information, confirmation of your account information, information relating to your wireless carrier, and information from government-issued IDs.

3. Use of the Collected Personal Information

(a) To provide and improve our Service we may use your personal information to:

(i) create and update your account;

(ii) enable your access and ability to use our Service, which includes processing your Service Order and matching your Service Order request with an available Third-Party Provider;

(iii) calculate prices and process payments;

(iv) inform you of changes to our terms, services, or policies and to send you messages, updates, security alerts, and account notifications;

(v) perform necessary operations to maintain our Service, which include without limitation debugging or troubleshooting our Service;

(vi) understand how customers use our Service in order to develop new features and to otherwise improve our Service.

(b) To provide payment services we may use your personal information to:

(i) enable and authorise third parties to process your payment;

(ii) comply with legal obligations;

(iii) enforce our payment policies;

(iv) detect and prevent fraud, abuse, and security incidents;

(v) improve our payment services.

(c) To maintain safety and security we may use your personal information to:

(i) verify your account and identity;

(ii) provide for secure payments;

(iii) detect, investigate, and prevent malicious or illegal conduct, bugs, malware, fraudulent activity, illegal or unsafe experiences, and any other actions we deem necessary to protect your safety and security, our safety and security, Third-Party Providers' safety and security, any other people, property, and business' safety and security, and to secure our Service;

(iv) enforce our Terms.

(d) To market and advertise our Service we may use your personal information to:

(i) personalise our marketing communications or advertisements to you, such as offering you discounts or promotions or suggesting other services we provide that you may be interested;

(ii) otherwise improve, develop, and implement our advertising services and marketing campaigns.

(e) To allow and/or facilitate communications we may use your personal information to:

(i) allow us to communicate with you regarding our Service, Service updates, your Service Orders, your account information or changes to your account, changes to our terms and policies, and any other customer support needs that may arise;

(ii) allow and facilitate communications between you, us, and Third-Party Providers.

(f) To comply with legal obligations we may use your personal information to:

- (i) investigate, address, and/or aid in resolving disputes or claims regarding our Service;
 - (ii) satisfy any legal requirements under applicable laws, regulations, or agreements;
 - (iii) comply with any governmental request, including from law enforcement;
 - (iv) enforce our terms and protect our rights.
- (g) Special Note regarding ID information.

We use your ID, such as driver's license, information for fraud prevention and security. Access to ID information will be restricted to authorised personnel, service providers who perform fraud detection services on our behalf, and regulatory or law enforcement authorities if required by law or for fraud prevention. It will be encrypted and stored securely to prevent unauthorised access.

4. Automated Decision-Making and Opt-Out Rights

(a) We may use automated decision-making technologies, such as algorithms, to improve efficiency and enhance your experience. This can include:

(i) Customer-Contractor Matching. Our app uses algorithms to find an available independent contractor to fulfil a customer's service order request, using such information as location, availability, type of service requested, past interactions, and other relevant information.

(ii) Pricing and Service, Date, and Time Availability. We may use algorithms to determine pricing, service availability, and date and time availability.

(iii) Fraud Detection and Security Measures. We may use automated systems to assess transactions and activities to detect fraud or other unauthorised behaviour.

(b) If you believe an automated decision has significantly impacted you, you may:

(i) Request human review of the decision instead of relying solely on automation.

(ii) Opt out of automated processing (where applicable).

(c) If you have a concern about our automated processing, please contact us using the contact information below and we will review your request and respond within a reasonable timeframe. Please note that opting out of certain automated processes may limit your ability to use some features of our App or our Service.

5. Sharing and Disclosure of the Collected Personal Information

We may share your personal information with:

a. Third-Party Providers

In order to fulfil your Service Order, we disclose some personal information to the Third-Party Provider that will be completing your Service Order. Such personal information may include your name, the address for the Service Order, your phone number, your Service Order information, and any other special requests or instructions.

b. Our Service Providers

To enable our ability to provide the Service and run our business, we may provide your personal information to our service providers and vendors, such as payment service providers and processors, identification or verification service providers, security service providers, communication service providers, ad and marketing providers, customer service providers, cloud storage providers, and other professional service providers like accountants or lawyers.

c. With Your Consent or Upon Your Request

We may share your personal information with other third parties or persons with your consent or at your direction.

d. Our Affiliates

We may share your personal information with our affiliates to help us provide, promote, or improve our Service.

e. Governmental Authorities and Other Third Parties

In order to comply with our legal obligations we may provide your personal information to governmental or public authorities, tax authorities, insurance companies, or other third parties to the extent that we are required or permitted to do so by law. This means we may provide your personal information to comply with a valid legal request, such as a court order or subpoena, , in response to any legal claims or proceedings concerning us and/or third parties, to protect the rights, property, or personal safety of us, our employees, our Third-Party Providers, other Service users, or members of the general public, or to enforce our agreements, terms, and policies.

6. Your Privacy Rights and Choices

a. Managing Your Personal Information

You can access and update some of your personal information through your Account settings. You are responsible for keeping your personal information up to date.

b. Access and Portability of Your Personal Information

You can request a copy of the personal information that we have collected about you. You can request this information in a portable format to transfer it elsewhere.

c. Deletion of Your Personal Information

You can request that your personal information be deleted, although this may impact your ability to use the Service. Please note that we may retain some personal information to the extent permitted or required by applicable law.

d. Correction of Your Personal Information

You can request that inaccurate personal information that we hold about you be corrected, rectified, or updated.

e. Right to Opt-Out of Data Sales and Targeted Advertising

You have a right to opt out of data sales or targeted advertising. If you receive promotional communications from us, you may choose to stop receiving further communications from us and you will have the opportunity to opt-out by following the unsubscribe instructions provided in the email or other communication you receive or by contacting us directly. Regardless of your notification preferences, we may send you notices of any updates to our Terms of Use or Privacy Policy and we will still send you transactional and relational emails about your use of the Service.

f. Right to Appeal

You have a right to appeal decisions that we make regarding a rights request.

g. Right to Withdraw Consent

If you have previously provided consent for the collection, use, or sharing of your personal information, you have a right to withdraw your consent at any time. For example you can opt out of marketing communications, targeted advertising, and data sales. To withdraw your consent, you can adjust your account settings, click unsubscribe links in marketing emails, submit to us an email request, or call our customer support using the contact information below. Once we receive your request we will process it within a reasonable timeframe and confirm the changes. Please note that withdrawing consent does not affect the lawfulness of processing that occurred before your withdrawal.

Some data processing activities may be necessary to provide our Service, such as payment processing or fraud prevention, if you withdraw your consent for such activities you may lose access to certain features of our App or to our Service.

h. How to Exercise Your Rights

You may exercise certain rights directly through your account, such as access, management, and correction of your personal information. Otherwise you may contact us at the contact information below for any other requests.

7. Personal Information from Minors

Our Service is not intended for individuals under the age of 18. Therefore, we do not knowingly collect or process personal information from individuals under the age of 18. If we find out that a child under the age of 18 has given us personal information, we will take commercially reasonable steps to delete that information. If a parent or legal guardian of a child under the age of 18 believes we have collected personal information from or about such an individual, please contact us using our contact information below.

8. Security and Retention

We are continuously monitoring, implementing, and updating our security measures to help protect your personal information against unlawful or unauthorised access, disclosure, destruction, or alteration. However, we are not able to guarantee that your personal information is absolutely secure since no internet or email transmission is ever fully secure or error free. If you have reason to believe that your Account or any information you provided to us is no longer secure, please let us know immediately by contacting us using our contact information below.

We retain your personal information for as long as necessary to provide our Service to you and to comply with any legal, regulatory, or contractual obligations.

9. Changes to This Privacy Policy

We reserve the right to review and modify this Privacy Policy at any time in accordance with applicable law. If we update this Privacy Policy, we will update the “Effective Date” at the top of this page accordingly and the changes to this Privacy Policy will be effective as of the updated Effective Date. If we make any significant changes in the way we use your personal information, we will notify you in advance by either sending you an email, to the most recent email address provided in your account, or by prominently posting notice of the changes on our App, our website, and any other applicable parts of our Service. If the update involves new uses of your personal information that require your consent, we will ask for your permission before implementing those changes. By continuing to use our Service, website, app, or platform, after an update, you acknowledge that you accept the changes to the Privacy Policy and agree to be bound by them.

10. Contact Information

If you have any questions, comments, or concerns regarding this Privacy Policy, your personal information, or our use of your personal information, please contact us at

Email: info@go2workers.com

Telephone: (407) 818-8494

