

Privacy Policy

Last Modified: 06/16/25

We, **PropertyPals Solutions, Inc.** (“Company”, “we”, “us”, or “our”), respect your privacy and are committed to protecting it through our compliance with this policy (“Privacy Policy”). This Privacy Policy describes the types of information you may provide or we may collect from or about you when you use our websites (including www.joinpropertypals.com), mobile applications, and related online services (collectively, the “Services”) and may be amended by PropertyPals from time to time.

This Privacy Policy applies to information we collect or that is provided to us:

- (a) by you through your use of the Services; or
- (b) in email, text, and other electronic messages between you and our Services.

This Privacy Policy does **not** apply to information collected offline or via third-party websites or services, except where otherwise specified. Please read this policy carefully. If you do not agree with our practices, your choice is not to use our Services. By accessing or using our Services, you agree to this Privacy Policy and our Terms of Use located at www.joinpropertypals.com.

Information We Collect and How

We collect several types of information, including:

- **Personal Information** (name, email, phone, address, etc.)
- **Device & Usage Information** (IP address, browser type, activity logs, etc.)
- **Customer & Vendor Information** related to properties, scheduling, transactions, or communication.

We collect this information:

- **Directly from you** (e.g., sign-up, forms, transactions)
- **Automatically** (e.g., cookies, logs, mobile analytics)
- **From third parties** (e.g., service partners, background checks)

Information You Provide to Us

Includes but is not limited to:

- Information submitted via forms or account creation
- Communications with our team or contractors
- Surveys or feedback
- Payment information and property details
- Ratings, comments, or reviews (User Contributions)

Note: Publicly shared content may be visible to other users. We cannot control third-party access to this content.

Automatically Collected Information

As you use our Services, we may collect technical and usage data like:

- Pages visited, time spent, click behavior
- Device info and geolocation (with permission)
- Cookies, Flash cookies, and web beacons

You may control cookies via browser settings.

Third-Party Tracking

Our Services may include third-party services (e.g., ad networks, analytics tools). These may use cookies or beacons to collect data about you across different websites and apps. We do not control how these technologies work or how third parties use them.

How We Use Your Information

We may use your data to:

- Provide, improve, and personalize our Services
- Facilitate maintenance coordination and communication
- Manage accounts and process transactions
- Send alerts, invoices, and updates

- Share feedback between Customers and Service Providers
- Enforce agreements (CSA, SLA, Terms)
- Conduct analytics, debugging, and optimization
- Comply with law or protect against fraud

With your consent, we may also send SMS or email communications. You can opt out at any time.

Disclosure of Your Information

We may share your Personal Information:

- With our employees, affiliates, contractors, and Service Providers
- To process payments (e.g., Stripe)
- With prospective buyers in a business transfer
- For marketing purposes (with opt-out rights)
- To comply with legal or safety requirements

We may disclose aggregated or anonymized data without restriction.

Your Privacy Choices

You can:

- Adjust browser or mobile settings to manage cookies
- Opt out of marketing by contacting us
- Access, update, or delete account information
- Request removal of posted content (at our discretion)

To submit a privacy-related request, contact: [**admin@joinpropertypals.com**](mailto:admin@joinpropertypals.com)

Data Security

We use commercially reasonable safeguards to protect your information. However, no system is completely secure. You are responsible for safeguarding login credentials and for exercising caution when using public platforms.

Children's Privacy

Our Services are not intended for children under 13. We do not knowingly collect data from individuals under 13. If we learn we've collected such information without consent, we will delete it.

Specific Provisions for Customers

If you are a **Customer**, we may collect:

- Your property address and maintenance history
- Geolocation data (if enabled)
- Calendar/scheduling data
- Ratings and feedback about Service Providers
- Information through the CSA

You may request that reviews or ratings be removed, but we retain discretion over whether to do so.

Specific Provisions for Service Providers

If you are a **Service Provider**, we may collect:

- Identity and background information
- Professional qualifications
- GPS location and job status
- Business contact and compliance documents
- Information via the SLA or onboarding process

You agree to the use of GPS/location tracking during job fulfillment.

Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted to this page with a new "Last Modified" date. Continued use of the Services after changes are made constitutes acceptance of those changes.

Contact Us

For questions or requests about this Privacy Policy, contact:

PropertyPals Solutions, Inc.

Email: admin@propertypals.com

Website: www.joinpropertypals.com

Address: 131 Continental Dr, Newark, DE 19702