

PRIVACY POLICY

Effective Date: July 25, 2026

This Privacy Policy (“Policy”) explains how **DashHands, Inc.** (“DashHands,” “Company,” “we,” “our,” or “us”) collects, uses, discloses, stores, and protects your information when you access or use the DashHands website, mobile application, and related services (collectively, the “Platform”).

By accessing or using the Platform, you acknowledge that you have read and understood this Privacy Policy.

If you do not agree with this Privacy Policy, please discontinue use of the Platform.

1. Company Information

DashHands, Inc.

265 N 7TH STREET

P.O. Box 70

COLTON, CA 92324-2952

United States

Email: support@dashhands.com

2. Scope of This Privacy Policy

This Privacy Policy applies to all users of the Platform, including:

- Customers
- Service Providers
- Visitors to our website
- Mobile application users
- Individuals communicating with DashHands

This Policy applies regardless of how you access the Platform.

3. Information We Collect

We collect information directly from you, automatically from your device, and from third parties where permitted by law.

The categories of information we collect depend on how you use the Platform.

4. Information You Provide

You may provide information including:

Account Information

- Full name
- Username
- Email address
- Phone number
- Password
- Date of birth
- Profile photograph

Address Information

- Home address
- Billing address
- Service location
- ZIP/postal code
- City
- State
- Country

Profile Information

Service Providers may also provide:

- Business name
- Business description
- Skills
- Certifications
- Professional licenses
- Insurance information
- Portfolio images
- Service areas
- Years of experience

Customers may provide:

- Service preferences
- Favorite providers
- Booking history
- Saved addresses

5. Identity Verification Information

To improve safety and comply with applicable laws, DashHands may collect:

- Government-issued identification
- Selfie verification
- Business registration documents
- Professional licenses
- Insurance certificates
- Tax information where required
- Other verification documents

Verification information may be processed by trusted third-party identity verification providers.

6. Payment Information

Payments are processed by secure third-party payment processors.

DashHands generally does not store complete payment card numbers or security codes.

Payment processors may collect:

- Cardholder name
- Payment card details
- Billing address
- Transaction history
- Payment verification information

Your use of those payment services is subject to the applicable third-party privacy policies.

7. Communications

When you contact DashHands or communicate with other users through the Platform, we may collect:

- Messages
- Emails
- Customer support requests
- Attachments
- Feedback
- Survey responses
- Phone call information where legally permitted

We may retain communications to provide customer support, investigate disputes, improve services, and comply with legal obligations.

8. Information Collected Automatically

When you use the Platform, we automatically collect certain technical information.

This may include:

- IP address
- Device type
- Operating system
- Browser type
- App version
- Device identifiers
- Language settings
- Time zone
- Mobile carrier
- Network information
- Crash reports
- Diagnostic information

9. Usage Information

We collect information regarding how the Platform is used, including:

- Pages viewed
- Features used
- Search activity

- Booking activity
- Time spent within the Platform
- Clicks
- Navigation paths
- Session duration
- Login activity
- Referral sources

This information helps improve Platform performance and user experience.

10. Location Information

With your permission, DashHands may collect location information.

Location information may include:

- Precise GPS location
- Approximate location
- City
- ZIP code
- Service area

Location information may be used to:

- match Customers with nearby Service Providers;
- display relevant services;
- improve search results;
- enhance fraud prevention;
- improve safety.

You may disable location permissions within your device settings; however, some Platform features may not function properly.

11. Cookies and Similar Technologies

We use cookies and similar technologies including:

- Cookies
- Web beacons
- Pixels
- SDKs
- Local storage
- Session storage

These technologies help us:

- remember user preferences;
- maintain secure sessions;
- improve Platform functionality;
- analyze usage;
- personalize user experiences;
- measure advertising effectiveness where applicable.

Users may control cookies through browser settings, although disabling cookies may affect Platform functionality.

12. Information from Third Parties

We may receive information from:

- Identity verification providers
- Payment processors
- Analytics providers
- Advertising partners
- Social media platforms (if you choose to connect your account)
- Business partners
- Publicly available sources

We combine this information with data collected directly from users where permitted by law.

13. Children

The Platform is intended only for individuals who are at least eighteen (18) years old.

We do not knowingly collect personal information from children under the age of 13.

If we become aware that we have collected such information, we will take reasonable steps to delete it promptly.

14. How We Use Your Information

DashHands uses personal information to operate, improve, secure, and provide the Platform.

We may use your information to:

- create and manage user accounts;
- verify identities;
- facilitate bookings;
- connect Customers with Service Providers;
- process payments;
- provide customer support;
- respond to inquiries;
- send service-related notifications;
- personalize user experiences;
- improve Platform functionality;
- monitor Platform performance;
- detect fraud and abuse;
- investigate violations of our Terms;
- comply with legal obligations;
- enforce agreements;
- develop new features;
- conduct internal research and analytics.

15. Communications

We may use your information to send:

- booking confirmations;
- payment receipts;

- service reminders;
- account notifications;
- password reset emails;
- security alerts;
- verification requests;
- customer support responses;
- policy updates;
- promotional communications where permitted by law.

You may opt out of marketing emails by following the unsubscribe instructions included in those emails.

You cannot opt out of communications necessary to provide the Platform or comply with legal obligations.

16. Matching Customers and Service Providers

To facilitate bookings, certain information is shared between Customers and Service Providers.

Depending on the circumstances, shared information may include:

- first name;
- profile photograph;
- service location;
- requested services;

- appointment details;
- messages exchanged through the Platform;
- ratings and reviews;
- business profile information.

DashHands shares only the information reasonably necessary to complete the requested services.

17. Information We Share

We do not sell your personal information.

We may share information with the following categories of recipients:

Service Providers

To facilitate requested services.

Customers

To complete bookings and communications.

Payment Processors

To securely process payments and refunds.

Identity Verification Providers

To verify user identities and reduce fraud.

Cloud Hosting Providers

To securely host Platform infrastructure and user data.

Customer Support Providers

To assist users and resolve disputes.

Analytics Providers

To understand Platform performance and improve services.

Communication Providers

To send emails, SMS messages, and push notifications.

Professional Advisors

Including attorneys, accountants, auditors, and insurers.

Government Authorities

Where required by law or legal process.

18. Business Transfers

If DashHands is involved in:

- a merger;
- acquisition;
- investment;
- financing;
- restructuring;

- bankruptcy;
- sale of assets;

your information may be transferred as part of that transaction, subject to applicable law.

19. Legal Compliance

We may disclose personal information when we reasonably believe disclosure is necessary to:

- comply with applicable law;
- respond to lawful government requests;
- enforce our Terms & Conditions;
- investigate fraud;
- protect users;
- protect public safety;
- defend legal claims;
- protect the rights of DashHands.

20. Fraud Prevention

DashHands uses personal information to detect and prevent:

- fraudulent transactions;
- fake accounts;
- identity theft;
- payment fraud;

- unauthorized access;
- abusive conduct;
- spam;
- security threats.

We may use automated systems to identify suspicious activity.

21. Data Security

DashHands implements commercially reasonable administrative, technical, and physical safeguards designed to protect personal information.

Security measures may include:

- encrypted communications (TLS/SSL);
- access controls;
- authentication procedures;
- monitoring systems;
- secure cloud infrastructure;
- regular security updates;
- employee access restrictions.

No method of electronic transmission or storage is completely secure.

Accordingly, DashHands cannot guarantee absolute security.

22. Data Retention

We retain personal information only for as long as reasonably necessary to:

- provide the Platform;
- maintain user accounts;
- complete transactions;
- resolve disputes;
- comply with legal obligations;
- detect fraud;
- enforce agreements.

Retention periods may vary depending upon legal, regulatory, tax, accounting, and operational requirements.

23. Account Deletion

Users may request deletion of their accounts by contacting DashHands or using available account settings.

Following an account deletion request, DashHands may retain limited information where necessary to:

- comply with legal obligations;
- resolve disputes;
- enforce agreements;
- prevent fraud;
- maintain security;
- satisfy tax or accounting requirements.

Deletion of an account does not necessarily result in immediate deletion of all records where retention is legally required.

24. International Data Transfers

Your personal information may be transferred to and processed in countries other than the country in which you reside.

These countries may have data protection laws that differ from those in your jurisdiction.

Where required by law, DashHands will implement appropriate safeguards for international data transfers.

25. Third-Party Links

The Platform may contain links to third-party websites, applications, or services.

DashHands is not responsible for the privacy practices, policies, or content of third-party services.

Users are encouraged to review the privacy policies of those third parties before providing personal information.

26. Third-Party Services

DashHands may use third-party providers to operate the Platform.

Depending on the services we use, these providers may include those that assist with:

- payment processing;
- cloud hosting;
- mapping and geolocation;
- customer support;
- analytics;
- authentication;
- email delivery;
- SMS messaging;
- push notifications;
- fraud prevention;
- identity verification.

Each provider processes personal information in accordance with its own privacy practices and applicable contractual obligations.

27. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information.

These rights may include the ability to:

- Access your personal information;
- Correct inaccurate information;

- Delete your personal information;
- Restrict or object to certain processing activities;
- Receive a copy of your personal information in a portable format where applicable;
- Withdraw consent where processing is based on consent;
- Lodge a complaint with an applicable data protection authority.

DashHands will respond to verified requests in accordance with applicable law.

28. California Privacy Rights (CCPA/CPRA)

If you are a California resident, you may have the following rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA):

- Right to know what personal information we collect.
- Right to know how personal information is used.
- Right to know whether personal information has been disclosed.
- Right to request deletion of personal information, subject to legal exceptions.
- Right to request correction of inaccurate personal information.

- Right to receive your personal information in a portable format where required by law.
- Right not to be discriminated against for exercising your privacy rights.

DashHands does not discriminate against users who exercise their privacy rights.

29. Sale and Sharing of Personal Information

DashHands **does not sell** personal information as the term “sell” is defined under applicable privacy laws.

DashHands also does not knowingly sell or share the personal information of individuals under eighteen (18) years of age.

Where applicable law defines certain advertising activities as “sharing,” users may exercise any available rights by contacting us.

30. GDPR Rights (European Economic Area and United Kingdom)

If you are located in the European Economic Area (“EEA”), Switzerland, or the United Kingdom, you may

have additional rights under applicable data protection laws, including the General Data Protection Regulation (“GDPR”).

These rights may include:

- Right of access;
- Right to rectification;
- Right to erasure;
- Right to restriction of processing;
- Right to data portability;
- Right to object to processing;
- Right to withdraw consent where applicable.

Users may also lodge complaints with their local supervisory authority.

31. Nevada Privacy Rights

Nevada residents may have the right to request that DashHands not sell certain covered information.

At this time, DashHands does not sell covered information as defined by Nevada law.

32. Do Not Track Signals

Some web browsers offer a “Do Not Track” (“DNT”) feature.

Because there is currently no universally accepted standard for responding to DNT signals, DashHands does not currently respond differently to such browser signals.

33. Marketing Preferences

Users may opt out of receiving promotional emails by clicking the unsubscribe link included in marketing emails.

Please note that users will continue to receive communications necessary for:

- account administration;
- bookings;
- payments;
- customer support;
- security notifications;
- legal notices.

34. Security Responsibilities of Users

Users are responsible for maintaining the confidentiality of their account credentials.

Users should:

- choose strong passwords;

- protect login credentials;
- avoid sharing passwords;
- immediately notify DashHands of unauthorized account activity.

DashHands is not responsible for losses resulting from a user's failure to safeguard account credentials.

35. Changes to this Privacy Policy

DashHands may update this Privacy Policy from time to time.

When material changes are made, we may provide notice through the Platform, by email, or through other appropriate means where required by law.

The “Effective Date” at the top of this Policy indicates when the most recent version became effective.

Continued use of the Platform after the effective date constitutes acceptance of the updated Privacy Policy.

36. Contact Us

If you have questions regarding this Privacy Policy or wish to exercise your privacy rights, please contact:

DashHands, Inc.

265 N 7TH STREET
P.O. Box 70
COLTON, CA 92324-2952
United States
Email: support@dashhands.com

37. How to Submit Privacy Requests

To submit a request regarding your personal information, please contact us at:

Email: support@dashhands.com

Please include sufficient information to allow us to verify your identity before processing your request.

We may request additional information where reasonably necessary to verify the identity of the requesting individual.

38. Effective Date

Effective Date: July 25, 2026

This Privacy Policy remains effective until replaced by a newer version published by DashHands.

Acknowledgment

BY ACCESSING OR USING THE DASHHANDS PLATFORM, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THIS PRIVACY POLICY.