

HANDRIX

Privacy Policy

Effective Date: May 20th 2026 | Last Updated: May 20th 2026

The short version.

Handrix is a technology platform for home repair and maintenance. To do that well, we collect information about **you**, about **your home**, and about **how you use the app**. We use it to diagnose problems, dispatch professionals, ship parts, generate maintenance recommendations, keep the Platform safe, and — with safeguards — build anonymized insights about multifamily buildings. We **do not sell your information for money**. Some of our advertising practices may qualify as a “sale” or “share” under U.S. state privacy laws; you can opt out at any time.

Read the full policy below for the details that matter most to you.

Part I — About This Policy

1. Who We Are

This Privacy Policy (the “**Policy**”) describes how **Handrix Technologies, Inc.**, a corporation with its principal office at 614 N Dupont Hwy, Ste 210, Dover, DE 19901 (“**Handrix**,” “**we**,” “**our**,” or “**us**”), collects, uses, shares, and protects information about you when you interact with the Handrix mobile applications, websites, APIs, software, AI-assisted diagnostics, parts-sourcing services, Home Intelligence features, communications channels, and any related products or services we make available (together, the “**Platform**”).

This Policy applies whether you are a Client (a homeowner, tenant, landlord, property manager, or condominium/HOA representative who books services), a visitor to our websites, or a person whose information appears in a Diagnostic Submission. If you are an independent service professional (“**Pro**”) using Handrix to receive jobs, additional terms apply to you under our Pro Privacy Notice.

2. How to Use This Policy

We have organized this Policy around the lifecycle of your information:

- **Part II** — what we collect, and how we get it.
- **Part III** — how we use it.
- **Part IV** — our unique data practices for AI diagnostics, Home Intelligence, and Building Intelligence.

- **Part V** — who we share it with.
- **Part VI** — cookies, tracking, and advertising.
- **Part VII** — messages, calls, and recording.
- **Part VIII** — your privacy rights and how to use them.
- **Part IX** — how long we keep it and how we protect it.
- **Part X** — other notices.
- **Part XI** — contact and updates.

Defined terms in this Policy have the same meaning as in our Terms of Use unless we say otherwise.

Part II — Information We Collect

We collect information from three places: **(a)** from you directly, **(b)** automatically when you use the Platform, and **(c)** from third parties. We also generate new information by combining and analyzing the data we collect.

3. Information You Provide to Us

3.1 Account and contact information

When you create an account, book a Service, or contact us, you give us things like your name, email address, postal address, phone number, password, and the address of the property where work will be done.

3.2 Payment information

When you pay through the Platform, our payment processor collects your payment card or bank account details directly. We receive limited information from the processor — for example, the last four digits of your card, the card brand, the expiration date, a token, and the transaction outcome — so that we can show receipts, process refunds, and detect fraud. We do not store full card numbers on our systems.

3.3 Diagnostic Submissions

When you ask for help with a home problem, you provide a **Diagnostic Submission** — a description of the issue plus, in many cases, photographs, short videos, and sometimes audio of the affected system, fixture, appliance, or area. These submissions may incidentally capture parts of your home that are not the subject of the problem and, occasionally, people, pets, documents, or screens in the background.

We treat Diagnostic Submissions as sensitive operational data. Section 9 explains how we use them, including for AI diagnostics and model training.

3.4 Property and Home Profile information

As you use the Platform, your Home Profile grows. It may include identification of installed equipment (make, model, serial number, age, warranty status), measurements and readings, manuals and receipts, notes about the property's layout and access (gate codes, doorman, parking constraints), and the work performed at the property over time.

3.5 Communications you send

Messages you send to us, to Pros, or that you submit through the in-app chat, plus any feedback, ratings, reviews, photos attached to reviews, or support tickets you create.

3.6 Information about others

If you provide information about another person — for example, a household member who will be home during a Service, a neighbor whose access matters, or someone you refer to Handrix — you confirm you have the right to do so. Please share only what is reasonably necessary.

3.7 Identity and Credential Information

To verify your identity, authorization to work, and professional qualifications (particularly if you are registering as a Service Professional or "Pro"), you may provide copies of government-issued identification (such as a state ID, driver's license, passport, green card, work visa, or Employment Authorization Document (EAD)), as well as relevant trade licenses, permits, and expertise certifications.

4. Information We Collect Automatically

4.1 Device and connection data

When you use the Platform, our servers receive information such as your IP address, device type and operating system, browser type, mobile network carrier, time zone, device identifiers and advertising identifiers (e.g., IDFA, AAID), app version, crash logs, performance metrics, and the pages or screens you view.

4.2 Location data

We collect location information in two main ways:

- **Approximate location** inferred from your IP address, so we can show the right service area and currency.
- **Precise location**, with your permission, to confirm the service address, route a Pro to your property, and provide real-time ETA updates. You can change location permissions in your device settings.

4.3 Usage and analytics

How you move through the app — the screens you view, buttons you tap, search queries, time spent, referral source, and similar interaction data — along with cookies and similar technologies described in Part VI.

5. Information We Receive from Third Parties

- **From Pros** — notes, photographs, measurements, parts used, and other observations they record during a Job at your property.
- **From our payment processors** — transaction confirmations, fraud signals, and chargeback information.
- **From parts suppliers and carriers** — fulfillment, shipping, and delivery status for Parts ordered for your Job.
- **From identity, verification, and screening services** — information used to verify accounts and detect fraud.
- **From advertising and analytics partners** — information about how you discovered Handrix, including campaign and conversion data.
- **From building partners** — where a condominium association, co-op board, HOA, or property manager has engaged with Handrix on a building-wide basis, we may receive a list of authorized units or contacts.
- **From public and commercial sources** — publicly available property and equipment data we use to enrich Home Profiles, and limited commercial datasets for analytics and security.

6. Information We Generate

We create new information by analyzing what we collect. This includes AI Outputs (diagnostic suggestions, scope estimates, pricing), Home Intelligence outputs (condition scores, predicted failure risks, recommended actions), Building Intelligence (anonymized cross-unit insights described in Section 13), inferences about your service needs, fraud and risk signals, and aggregated metrics about Platform performance.

7. Sensitive Information

Some of what we handle qualifies as “sensitive personal information” under state law — for example, precise geolocation, account credentials, and the contents of messages where Handrix is not the intended recipient. We use sensitive information only for limited purposes such as providing the Services you requested, securing accounts, complying with law, and preventing fraud. We do not use sensitive personal information to infer characteristics about you for advertising.

Part III — How We Use Your Information

We use the information described above for the purposes set out below. Where required by law, we rely on one or more of the following bases: performance of our contract with you, your consent, our legitimate interests in operating the Platform and the safety of users, and compliance with legal obligations.

8. Purposes of Use

Purpose	What this looks like in practice
Operating the Platform	Creating and managing your account; presenting Services in your area; routing Pros; tracking ETA; updating you on Job status; managing your Home Profile.
AI-Assisted Diagnostics	Analyzing your Diagnostic Submissions with automated systems to suggest likely issues, estimate scope, list needed Parts, and propose an upfront price. See Section 12.
Pricing and payments	Calculating prices and taxes, processing payments and refunds, applying credits, detecting payment fraud, and resolving chargebacks.
Parts sourcing and delivery	Identifying, ordering, and shipping the Parts needed for your Job; coordinating delivery; handling returns of unused or defective Parts.
Home Intelligence	Building your Home Profile over time and generating maintenance reminders, condition scores, and predictive recommendations specific to your property.
Building Intelligence	Generating de-identified, aggregated insights across units in the same multifamily building, with the safeguards described in Section 13.
Communications	Sending transactional, operational, and (with consent) marketing messages by app, email, SMS, push, and voice; powering in-app chat with Pros.
Customer support	Responding to your questions, investigating Service Promise claims, handling disputes, and improving how we help users.
Safety and security	Preventing fraud and abuse, verifying identity, detecting unauthorized access, responding to safety alerts, and protecting users, Pros, and the Platform.
Product improvement and research	Analyzing how the Platform is used; debugging; A/B testing; developing new features.
Training and improving our models	Using Content (including Diagnostic Submissions) and operational data to train, validate, and improve our diagnostic and predictive models, subject to the safeguards in Section 12.

Purpose	What this looks like in practice
Marketing and personalization	Suggesting Services you may need; sending promotions; measuring the effectiveness of marketing; with consent, showing you relevant ads on third-party platforms.
Legal and compliance	Meeting legal, tax, accounting, and regulatory obligations; responding to lawful requests from courts or government agencies; enforcing our Terms; protecting our rights.
Business transitions	Evaluating, negotiating, or completing a merger, acquisition, financing, or sale of assets, in which case information may be transferred to the successor entity, subject to this Policy.

Part IV — AI, Home Intelligence, and Building Intelligence

These practices are central to what Handrix does and deserve their own section.

9. AI-Assisted Diagnostics

When you submit a problem description, our automated systems analyze your text, photographs, video, and any audio together with your Home Profile, manufacturer specifications, and patterns learned from other Jobs. The systems propose a likely cause, a recommended scope, a parts list, a price, and a confidence score.

Inputs used. Diagnostic Submissions and, where helpful, related information from your Home Profile and prior Jobs. We do not use Diagnostic Submissions to make decisions that produce legal or similarly significant effects about you.

Human review. AI Outputs are reviewed in practice by the Pro who arrives at your property and confirms the on-site condition. You can request human review of any AI Output at any time by contacting support@handrix.com.

Training. We use Diagnostic Submissions and the outcomes of Jobs to train and improve our models. Where we use Content for training, we apply commercially reasonable techniques to de-identify it. We do not use sensitive personal information for training without an additional safeguard such as de-identification or your consent.

Sensitive content. Please avoid capturing people’s faces, identification documents, computer screens, mail, or other sensitive content in your Diagnostic Submissions when you can. If sensitive content is captured, we apply detection and obfuscation tooling on a best-effort basis.

10. Home Profile

Your Home Profile is a structured record of your property’s systems, equipment, and service history. It is built from Pro inputs, your confirmations, manufacturer data, and the work performed through Handrix.

Your control. You can view, correct, annotate and export entries in your Home Profile through your account at any time. If you delete your account, we delete or de-identify your Home Profile, subject to retention required by law or legitimate business needs (Section 23).

Inheritance and transfer. If you sell or otherwise transfer your property, you may, at your option, transfer relevant Home Profile data to the new owner through the Platform. Without your action, we do not transfer Home Profile data to a new occupant.

11. Predictive Maintenance and Recommendations

We use your Home Profile, manufacturer data, and patterns across many homes to generate maintenance reminders, condition scores, failure-risk indicators, and replacement suggestions. These outputs are informational; they are not professional advice. We do not share your personalized predictions with third parties for their own marketing.

12. Multifamily Building Intelligence

In condominiums, co-operatives, and other multifamily buildings, we can produce useful insights by analyzing patterns **across units in the same building** — for example, common HVAC equipment configurations, recurring plumbing failure points, or efficient upgrade paths.

How Building Intelligence is built. We use de-identified and aggregated data drawn from Home Profiles within the same building, neighborhood, or building type. We do not include account names, unit numbers, photographs that could reasonably identify a specific resident, or any other identifiers in Building Intelligence outputs.

Recipients. Building Intelligence outputs may be shared with:

- you, to help you understand how your unit compares with others;
- Pros bidding on or performing a Job in the building;
- the building’s condominium board, co-operative board, homeowners association, or property manager, where they have a legitimate operational need and we have confirmed their authority; and
- aggregated industry reports that do not identify any individual home or resident.

Your control. You can request Handrix support to opt out of contributing your Home Profile data to Building Intelligence at any time by contacting support@handrix.com. Your unit’s data will no longer be used to compute new building-level outputs. Aggregated outputs already generated cannot be reversed, but they remain de-identified.

Part V — How We Share Your Information

We share information only as described in this Policy. The recipients fall into the following categories.

13. With Service Professionals

When a Pro is assigned to your Job, we share the information they need to do the work — your name, the service address, your phone number (typically masked), the booking details, the AI Output for the Job, and relevant entries from your Home Profile. Pros are independent businesses and are responsible for handling your information in accordance with their own obligations and our Pro Agreement.

14. With Parts Suppliers and Shipping Carriers

To source and deliver Parts, we share necessary fulfillment information — typically the shipping address, contact phone, order details, and a reference number — with our parts suppliers and carriers.

15. With Service Providers

We share information with vendors that perform services on our behalf, such as cloud hosting, customer support, payment processing, fraud detection, identity verification, communications and messaging, mapping and routing, analytics, marketing operations, model hosting, and security. These vendors are bound by contract to use information only as needed to perform services for us.

16. With Buildings and Property Managers

In multifamily contexts, we share Building Intelligence outputs and operational coordination data with the building's condominium board, co-op board, homeowners association, or property manager as described in Section 12. We do not share individual-unit personal information with the building or its agents without your authorization or a legitimate basis such as safety or compliance.

17. With Other Users

Some information you provide is visible to other users — for example, your first name, the initial of your last name, your general neighborhood, your rating of a Pro, and the text of any review you write. Reviews of a Pro may be displayed publicly on the Platform and used by the Pro in their marketing.

18. For Legal and Safety Reasons

We may share information when we believe in good faith that doing so is necessary to comply with law or legal process; to respond to lawful requests from courts, regulators, or government authorities; to enforce our Terms; to investigate fraud, abuse, or security issues; to protect the rights, safety, or property of Handrix, our users, or others; or in connection with an actual or threatened legal claim.

19. In a Business Transition

If Handrix is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of all or part of its assets, your information may be transferred to the successor entity. We will continue to handle your information in accordance with this Policy, or we will give you advance notice of any material change.

20. With Your Direction

We share information with third parties at your direction — for example, when you link your account to a smart home hub, when you authorize an export of your Home Profile to another service, or when you participate in a referral program. Once information leaves Handrix at your direction, the receiving party's privacy practices apply.

21. Aggregated and De-identified Information

We may share aggregated or de-identified information — for example, statistics about Service demand, common equipment types in a region, or model performance — with partners, researchers, or the public. We commit to maintain and use such information only in de-identified form and not to attempt to re-identify it.

Part VI — Cookies, Tracking, and Advertising

22. Cookies and Similar Technologies

We and our partners use cookies, software development kits, pixels, web beacons, local storage, and similar technologies (together, “cookies”) for purposes such as:

- **Strictly necessary** — to operate core features like login, security, and load balancing.
- **Functional** — to remember your preferences and personalize content.
- **Analytics** — to understand how the Platform is used and to improve it. We use providers such as Google Analytics for this purpose.
- **Advertising** — to measure and, with your consent or as permitted by applicable law, deliver advertising on third-party platforms.

You can control cookies through your browser settings and through the cookie preferences in the Platform. Blocking strictly necessary cookies may prevent the Platform from working.

23. Interest-Based Advertising

We may work with advertising partners to measure and deliver ads on third-party platforms (for example, search engines and social networks). Some of these practices may qualify as a “sale” or

“sharing” of personal information for cross-context behavioral advertising under U.S. state privacy laws, even though we do not receive money for them.

You can opt out by:

- using the “Do Not Sell or Share My Personal Information” link in the website footer;
- enabling Global Privacy Control or another supported opt-out browser signal;
- adjusting ad-tracking settings on your mobile device (e.g., “Limit Ad Tracking” on iOS, ad-personalization settings on Android); and
- visiting industry opt-out tools at <https://youradchoices.com> (web) and <https://youradchoices.com/appchoices> (mobile apps), or the Network Advertising Initiative at <https://optout.networkadvertising.org>.

Do Not Track. Web browsers can send a “Do Not Track” signal. There is no industry consensus on how to respond to those signals, and the Platform does not currently respond to them. We do honor the Global Privacy Control where required.

Part VII — Communications and Recording

24. Operational Messages

By using the Platform, you consent to receive operational messages from us and from Pros connected to your Jobs — push notifications, in-app messages, email, SMS, and voice calls — needed to book, fulfill, and follow up on Services. You cannot opt out of operational messages while you maintain an account.

25. Marketing Messages

With your consent, we may send marketing communications about new features, promotions, and maintenance tips. You can opt out at any time — reply STOP to a text, click “unsubscribe” in an email, or change your notification preferences in the Platform. Opting out of marketing does not stop operational messages.

26. SMS / Text Messages

Standard message and data rates may apply. Message frequency varies. We use automated systems to send certain messages. If you change phone numbers, please update your account so messages do not reach an unintended recipient.

27. Phone-Number Masking and Call Recording

Calls and texts between you and a Pro through the Platform are routed through a masking service so neither party sees the other’s direct phone number. The metadata of those communications (date, time, parties, length, and the text content of SMS) is logged for support, safety, and dispute resolution.

Calls with our customer support team may be recorded for quality assurance, training, and dispute resolution, with notice and where permitted by law.

Part VIII — Your Privacy Rights and Choices

28. Rights Available to All Users

Regardless of where you live, you can:

- access and update much of your information directly in the Platform;
- review, correct, annotate, and export your Home Profile;
- opt out of marketing emails and SMS;
- opt out of contributing your Home Profile data to Building Intelligence;
- control device permissions (location, camera, microphone, notifications) through your device settings; and
- close your account at any time.

29. State Privacy Rights (U.S.)

Depending on your state of residence, you may have additional rights under laws including the California Consumer Privacy Act / California Privacy Rights Act (CCPA/CPRA), the Virginia Consumer Data Protection Act, the Colorado Privacy Act, the Connecticut Data Privacy Act, the Utah Consumer Privacy Act, the Texas Data Privacy and Security Act, the Oregon Consumer Privacy Act, the Montana Consumer Data Privacy Act, and similar laws in other states (“State Privacy Laws”).

29.1 Your rights

Subject to verification and exceptions in the applicable law, you may have the right to:

- **Know / Access** — confirm whether we process personal information about you and obtain a copy of it.
- **Correct** — ask us to correct inaccurate personal information.
- **Delete** — ask us to delete personal information we collected from you.
- **Port** — receive your personal information in a portable, machine-readable format.
- **Opt out of sale or sharing** — direct us not to sell or share your personal information for cross-context behavioral advertising.
- **Opt out of profiling** — in furtherance of decisions that produce legal or similarly significant effects (we do not currently engage in this type of profiling).
- **Limit use of sensitive information** — ask us to limit our use and disclosure of sensitive personal information to permitted purposes.

- **Appeal** — in some states, appeal our denial of a privacy request.
- **Non-discrimination** — not be denied service or charged a different price for exercising privacy rights.

29.2 How to make a request

Submit a request through your account, by email at support@handrix.com. We will verify your request by matching information you provide against the information we already have on file. We may need additional information from you to confirm your identity. You may use an authorized agent; we may still ask you to verify your identity directly.

29.3 Categories disclosed in the last 12 months

In the past 12 months, we have collected the categories of personal information described in Part II. We have disclosed each of those categories to the recipients described in Part V for the purposes described in Part III. We have not knowingly sold or shared the personal information of consumers under 16.

29.4 California Shine the Light

California residents may request information about disclosures of personal information to third parties for those third parties' own direct marketing purposes under California Civil Code § 1798.83. To make such a request, contact support@handrix.com with the subject line "California Shine the Light Request."

29.5 Notice of financial incentive

From time to time, we may offer programs, loyalty benefits, or promotions that require personal information to participate. Where these are considered "financial incentive" programs under State Privacy Laws, we will give you the material terms and a good-faith estimate of value before you opt in. You can withdraw at any time by following the instructions for that program.

29.6 Nevada

Nevada residents may opt out of certain sales of "covered information" under Nevada law. We currently do not sell covered information as defined in that statute. You can still submit a request to support@handrix.com with the subject line "Nevada resident request."

Part IX — Security and Retention

30. Security

We use a layered set of administrative, technical, and physical safeguards to protect personal information, including encryption in transit, encryption at rest for sensitive fields, access controls, vendor due diligence, logging, monitoring, and an incident-response process. No security control is perfect; you should also help protect your account by using a strong, unique password, enabling multi-factor authentication when offered, and signing out on shared devices.

31. Retention

We keep personal information for as long as we need it for the purposes described in this Policy. In general:

- **Account information** — for as long as you maintain an account, and for a limited period after closure to handle disputes and meet legal obligations.
- **Transaction records** — for the period required by tax, accounting, and consumer-protection laws (typically up to seven years).
- **Home Profile data** — for as long as you maintain the property in your account, with portions retained in de-identified form after deletion to maintain Building Intelligence accuracy.
- **Diagnostic Submissions and AI training data** — for as long as needed to support the Job, our Service Promise, and to train and validate our models, after which we de-identify or delete them.
- **Communications and call recordings** — for a defined retention window aligned with our customer-support, safety, and dispute-resolution needs.
- **Security and fraud-prevention data** — for as long as needed to detect and respond to threats.

When information is no longer needed, we delete, anonymize, or aggregate it. Backups are deleted on a rolling schedule.

Part X — Other Notices

32. Children

The Platform is intended for adults age 18 and older. We do not knowingly collect personal information from children under 16. If we learn that we have collected information from a child under 16 without verified parental consent, we will delete it. Parents who believe their child has provided personal information to Handrix can contact us at support@handrix.com.

33. Visitors from Outside the United States

Handrix is based in the United States, and our infrastructure is primarily located there. If you access the Platform from outside the United States, you understand that your information will be processed in the United States, where data-protection laws may differ from those in your country. By using the Platform, you consent to that processing. Where we serve users in jurisdictions with additional rights (for example, GDPR for European visitors), we honor those rights as required by law.

34. Third-Party Links and Integrations

The Platform may link to or integrate with third-party services such as manufacturer portals, smart home hubs, payment processors, and mapping providers. We are not responsible for the privacy practices of those third parties. Review their privacy policies before using them.

35. Promotions and Referrals

If you enter a Handrix sweepstakes, contest, or referral program, additional terms will apply and may require us to use your information to administer the program (for example, contacting winners or sending a referral message). Information you provide about another person in a referral will be used only for the limited purpose described at the time of the referral.

36. Changes to This Policy

We may update this Policy from time to time. When we do, we will revise the “Last Updated” date at the top and, for material changes, give you reasonable advance notice through the Platform, by email, or by another reasonable means. Your continued use of the Platform after the effective date means you accept the updated Policy.

Part XI — Contact Us

If you have questions, requests, or concerns about this Policy or your information, reach out to our privacy team:

Handrix Technologies, Inc. - Attn: Privacy Team

614 N Dupont Hwy, Ste 210, Dover, DE 19901

Email: info@handrix.com

Web: handrix.com