

Four Seasonz Privacy Policy

Last Updated: May of 2025

Four Seasonz ("we," "us," or "our") operates a platform that connects homeowners with independent home maintenance service providers for services such as plumbing, electrical work, and general repairs (the "Website"). We are committed to protecting your privacy and safeguarding your personal information. This Privacy Policy ("Policy") explains how we collect, use, share, and protect your information when you use our Website. By accessing or using the Website, you, as a homeowner, agree to the terms of this Policy.

1. Information We Collect

We collect the following types of information to provide and improve our services:

- **Personal Information:** When you create an account, book a service, or contact us, we may collect:
 - Name
 - Email address
 - Phone number
 - Home address
 - Payment information (e.g., credit card details, processed securely by our third-party payment processor)
- **Service-Related Information:** Details you provide when booking services, such as service type, property details, or special instructions.
- **Usage Data:** Information about your interactions with the Website, including:
 - Pages visited
 - Time spent on the Website
 - IP address
 - Referring websites
- **Device Information:** Details about your device, such as:
 - Browser type
 - Operating system

- Device identifiers
- **Cookies and Tracking Data:** We use cookies and similar technologies to track Website usage, remember your preferences, and improve functionality (see Section 5 for details).

We only collect information that is necessary to provide our services or comply with legal obligations.

2. How We Use Your Information

We use your information to:

- Facilitate booking, scheduling, and payment processing for home maintenance services.
- Connect you with independent service providers ("Providers") to fulfill your service requests.
- Communicate with you about your account, bookings, or customer support inquiries.
- Personalize your experience, such as recommending relevant services.
- Analyze Website usage to improve functionality, performance, and user experience.
- Detect and prevent fraud, unauthorized access, or other illegal activities.
- Comply with applicable laws, regulations, or legal processes.

3. How We Share Your Information

We share your information only as necessary to provide our services or as required by law. We do not sell your personal information to third parties for marketing purposes. We may share your information with:

- **Independent Providers:** Your name, contact details, home address, and service-related information are shared with Providers to fulfill your service requests. Providers are independent contractors and are responsible for their own use of your information.
- **Third-Party Vendors:** We use trusted vendors to support Website operations, such as:
 - Payment processors to securely handle transactions.
 - Hosting and analytics providers to maintain and improve the Website.

- Customer support tools to manage communications.
These vendors are bound by contractual obligations to protect your information and use it only for the purposes we specify.
- **Legal Authorities:** We may disclose your information if required by law, court order, or to protect our rights, safety, or property, or that of others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred to a successor entity, subject to equivalent privacy protections.

4. Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, loss, or misuse. These measures include encryption, secure payment processing, and access controls. However, no online platform can guarantee absolute security, and you share information at your own risk. You are responsible for maintaining the confidentiality of your account credentials.

5. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Authenticate your login and maintain session preferences.
- Track Website usage for analytics and performance improvements.
- Deliver a personalized experience, such as remembering your service preferences.

Types of Cookies:

- **Essential Cookies:** Required for Website functionality (e.g., login and booking).
- **Analytics Cookies:** Help us understand how you use the Website to improve our services.
- **Preference Cookies:** Store your settings to enhance your experience.

You can manage cookies through your browser settings. Disabling cookies may limit Website functionality, such as preventing you from booking services or accessing your account.

6. Your Rights and Choices

As a homeowner, you may have certain rights regarding your personal information, depending on your jurisdiction. These may include:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Update or correct inaccurate information.
- **Deletion:** Request deletion of your personal information, subject to legal retention requirements.
- **Opt-Out:** Unsubscribe from marketing emails or opt out of non-essential cookies.
- **Data Portability:** Request your data in a structured, portable format (where applicable).

To exercise these rights, contact us at support@fourseasonz.com. We will respond within the timeframes required by law (e.g., 30 days under many privacy regulations). We may require identity verification to process your request.

7. Data Retention

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

- Provide the services you requested.
- Comply with legal, tax, or regulatory obligations.
- Resolve disputes or enforce our agreements.

When your information is no longer needed, we securely delete or anonymize it. For example, account information may be retained for up to 7 years to comply with tax laws, while usage data may be anonymized after 12 months.

8. Third-Party Links

The Website may contain links to third-party websites, such as Provider profiles or payment processors. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review their privacy policies before sharing information.

9. Children's Privacy

The Website is intended for homeowners aged 18 and older. We do not knowingly collect personal information from individuals under 13 (or the applicable age in your jurisdiction). If we learn that we have collected such information, we will promptly delete it. Contact us if you believe a child's information has been collected.

10. International Data Transfers

Four Seasonz operates in [Your Country/State], but our vendors or Providers may be located in other jurisdictions. Your information may be transferred to and processed in

countries with different privacy laws. We ensure that any international transfers comply with applicable laws and include safeguards, such as standard contractual clauses, to protect your information.

11. Changes to This Policy

We may update this Policy to reflect changes in our practices or legal requirements. The updated Policy will be posted on the Website with the “Last Updated” date. Your continued use of the Website after changes constitutes your acceptance of the revised Policy. We encourage you to review this Policy periodically.

12. Contact Us

If you have questions, concerns, or requests regarding this Policy or your personal information, please contact us at:

- Email: support@fourseasonz.com
- Address: [Your Company Address]

13. Liability Disclaimer

To the fullest extent permitted by law, Four Seasonz shall not be liable for any damages, including indirect, incidental, or consequential damages, arising from the use or misuse of your personal information, except where such damages result from our gross negligence or willful misconduct. By using the Website, you acknowledge that you provide your information at your own risk and agree to hold Four Seasonz harmless from any claims related to data breaches or unauthorized access, subject to applicable law.

By using the Website, you acknowledge that you have read, understood, and agree to this Privacy Policy.