

PRIVACY POLICY

X-ENGINEER HANDYMAN SERVICES LLC

Effective Date: August 25, 2026

This Privacy Policy explains how X-Engineer Handyman Services LLC, hereinafter referred to in this Privacy Policy as the “Company,” “we,” “us,” or “our,” collects, uses, discloses, retains, and protects Personal Information in connection with its business operations. The Company provides handyman, repair, installation, renovation, remodeling, and related services in Chicago, Illinois, and surrounding service areas.

This Privacy Policy applies to Personal Information collected through xengineerhandyman.com, hereinafter referred to as the “Website,” through Jobber, and during service requests, estimates, appointments, payments, communications, site visits, and Projects. It also applies to information collected when an individual contacts the Company by telephone, email, text message, social media, or another available communication method.

By providing Personal Information to the Company, you acknowledge the practices described in this Privacy Policy. This Privacy Policy should be read together with the Company’s Terms and Conditions, which govern use of the Website and the Services.

Article 1. DEFINITIONS

1.1. For purposes of this Privacy Policy, the following terms have the meanings stated below:

- a. **“Cookies”** means small data files stored on or accessed through a user’s device when the user visits the Website, which may support Website functionality, remember preferences, or collect information about Website activity.
- b. **“Customer”** means an individual or authorized representative of a business who requests information, seeks an estimate, books or receives Services, communicates with the Company, or otherwise interacts with the Company in connection with a Project.
- c. **“Device Information”** means technical information relating to the device used to access the Website, including device type, operating system, browser type, internet protocol address, language settings, and similar technical identifiers.
- d. **“Jobber”** means the third-party customer relationship management platform used by the Company to receive service requests, maintain Customer records, prepare estimates, schedule appointments, communicate with Customers, process or facilitate payments, and issue invoices.
- e. **“Personal Information”** means information that identifies, relates to, describes, or could reasonably be associated with an identifiable individual or household, excluding information that is lawfully public, aggregated, or modified so that it cannot reasonably identify an individual.

- f. **“Processing”** means any action performed on Personal Information, including its collection, organization, use, storage, disclosure, correction, retrieval, retention, protection, or deletion.
- g. **“Project”** means the particular handyman, repair, installation, maintenance, renovation, remodeling, or related work requested by a Customer and accepted by the Company.
- h. **“Property”** means the residential or commercial premises where the Customer requests or receives Services, including any area photographed, inspected, accessed, repaired, installed, renovated, or remodeled in connection with a Project.
- i. **“Service Providers”** means independent persons or organizations that Process Personal Information on behalf of or in support of the Company, including Jobber, payment processors, analytics providers, communication providers, technology providers, contractors, subcontractors, and professional advisers.
- j. **“Services”** means the handyman, repair, installation, maintenance, renovation, remodeling, consultation, and related services offered or performed by the Company.
- k. **“Transaction Information”** means information concerning estimates, appointments, Projects, invoices, deposits, payment status, payment method, refunds, and other transactions between the Customer and the Company, excluding complete payment card or bank account credentials where those credentials are processed directly by a payment provider.
- l. **“Usage Information”** means information concerning interactions with the Website, including pages viewed, links selected, referring pages, access dates and times, session duration, traffic sources, and other information concerning how the Website is accessed or used.

Article 2. PERSONAL INFORMATION WE COLLECT

- 2.1. The Company may collect identification and contact information, including a Customer’s name, email address, telephone number, service address, billing address, and any business or property management information provided in connection with a request for Services. The Company may also collect communications, instructions, preferences, appointment details, and other information a Customer chooses to provide.
- 2.2. The Company may collect information concerning the Property and Project, including the requested Services, measurements, existing conditions, access requirements, estimates, work records, warranty concerns, and photographs or videos taken before, during, or after the Services. The Company may also collect Transaction Information relating to appointments, invoices, deposits, payments, refunds, and account balances. Complete payment card and bank account credentials may be collected and processed directly by Jobber or another payment provider rather than received or stored by the Company.
- 2.3. When an individual accesses the Website, the Company may collect Device Information and Usage Information, including internet protocol address, browser type, device type, pages viewed, links selected, referring pages, access times, session activity, and similar technical information. Additional information concerning Cookies and Website analytics is provided in Article 5.

Article 3. SOURCES OF PERSONAL INFORMATION

- 3.1. The Company may collect Personal Information directly from a Customer when the Customer submits a request through the Website, completes a Jobber form, requests or accepts an estimate, books an appointment, makes a payment, communicates with the Company, or provides information during a site visit or Project. Information may also be provided by an individual authorized to act for the Customer, such as a property owner, tenant, property manager, business representative, or other authorized contact.
- 3.2. The Company may collect certain information automatically when an individual accesses or interacts with the Website. This information may be collected through Cookies, Google Analytics, server logs, and similar technologies that record Device Information and Usage Information.
- 3.3. The Company may receive Personal Information from Service Providers involved in supporting its operations, including Jobber, payment processors, analytics providers, communication providers, and contractors or subcontractors assisting with a Project.

Article 4. HOW WE USE PERSONAL INFORMATION

- 4.1. The Company may Process Personal Information to respond to inquiries, evaluate service requests, prepare estimates, schedule appointments, communicate with Customers, perform and manage Projects, document work completed at the Property, process payments, issue invoices, administer refunds, respond to warranty concerns, and provide customer support.
- 4.2. The Company may also use Personal Information to operate, maintain, and improve the Website and Services, understand how individuals interact with the Website, maintain business and accounting records, manage contractors and subcontractors, train personnel, evaluate service quality, and develop or improve its business practices. Where permitted by applicable law, the Company may use contact information to provide information about Services, promotions, or other business updates.
- 4.3. The Company may Process Personal Information to verify information, protect the security and integrity of the Website and its business systems, prevent fraud or misuse, collect amounts owed, establish or defend legal rights, enforce its Terms and Conditions, comply with legal and regulatory obligations, respond to lawful requests from public authorities, and protect the safety, rights, and property of the Company, its Customers, and others.

Article 5. COOKIES AND GOOGLE ANALYTICS

- 5.1. The Website may use Cookies and similar technologies that support Website functionality, maintain security, remember user preferences, and provide information about Website activity. Some Cookies are necessary for the Website to operate properly, while others assist the Company in understanding how visitors access and use the Website.
- 5.2. The Company uses Google Analytics to measure Website traffic and performance. Google Analytics may use Cookies to collect Device Information and Usage Information, including pages visited, links selected, approximate location derived from an internet protocol address, access times, traffic sources, and interactions with the Website. Google Processes this information under its own privacy terms and may use it to provide and improve its analytics services.

- 5.3. A visitor may control or delete Cookies through the settings of the visitor's browser. Disabling certain Cookies may affect the availability or operation of some Website features. Where applicable law requires consent for nonessential Cookies, the Company will request that consent before using them. Visitors may learn more about how Google uses information from websites that use its services at Google Privacy and Terms and may use the Google Analytics Opt Out Browser Add On to limit Google Analytics collection.

Article 6. JOBBER AND PAYMENT PROCESSING

- 6.1. The Company uses Jobber to receive service requests, maintain Customer and Property information, prepare and send estimates, schedule Services, communicate about Projects, issue invoices, record payments, and maintain related business records. Personal Information submitted through an embedded Jobber form, Jobber client portal, estimate, invoice, or other Jobber feature may be Processed by both the Company and Jobber.
- 6.2. Payments made by debit card, credit card, bank account, or another electronic method available through Jobber may be processed by Jobber Payments and its payment service providers. The Company may receive Transaction Information, such as the payment amount, date, method, status, and limited payment identifiers, but may not receive or store complete payment card or bank account credentials. If a Customer elects to save a payment method through Jobber, that payment method will be maintained through Jobber and its payment service providers rather than within the Company's independent records.
- 6.3. Jobber and its payment service providers Process Personal Information under their own terms and privacy practices. Customers should review the Jobber Privacy Policy and any payment terms presented when using Jobber Payments. The Company selects and uses these Service Providers for legitimate business purposes but does not control their independent systems, security practices, or Processing activities.

Article 7. PROJECT PHOTOGRAPHS AND VIDEOS

- 7.1. The Company may take photographs or videos of the Property before, during, or after the Services. These images may be used to prepare an estimate, document existing conditions, plan or perform a Project, record work progress, confirm completion, respond to Customer concerns, administer the workmanship warranty, maintain business records, or establish and protect legal rights. Project photographs and videos may be stored in Jobber, on a Company controlled device, or through another Service Provider used for business recordkeeping.
- 7.2. The Company will make reasonable efforts to avoid intentionally capturing people, personal documents, financial information, family photographs, security credentials, or unrelated private areas of the Property. Customers should remove or secure any personal, confidential, or sensitive items that they do not want included in Project photographs or videos.
- 7.3. The Company will use Project photographs or videos on the Website, social media, advertising, portfolio materials, or other promotional content only where the Customer has provided consent through an estimate, Jobber, email, text message, or another written method. A Customer may withdraw consent for future promotional use by contacting the Company, but withdrawal will not affect lawful use that occurred before the request was received or content already reproduced or retained by an unaffiliated third party.

Article 8. COMMUNICATIONS AND MARKETING

- 8.1. The Company may use a Customer's email address, telephone number, or other contact information to respond to inquiries, provide estimates, confirm appointments, communicate about a Project, send invoices and payment information, address warranty matters, provide customer support, and deliver other communications reasonably necessary to provide the Services. These communications may be sent directly by the Company or through Jobber or another Service Provider.
- 8.2. The Company may send promotional emails or text messages concerning its Services, special offers, seasonal reminders, or other business updates where the Customer has provided any consent required by applicable law. Consent to receive promotional communications is not a condition of purchasing Services. Message frequency may vary, and message and data rates may apply according to the Customer's mobile service plan.
- 8.3. A Customer may stop receiving promotional emails by using the unsubscribe instructions included in the message. A Customer may opt out of text messages at any time by replying STOP. For assistance with text messages, the Customer may reply HELP, email hello@xengineerhandyman.com, or call (773) 912 1773. The Company will honor valid opt out requests as required by law. An opt out request will not prevent the Company from responding through another appropriate method where reasonably necessary to administer an active Project, process a transaction, address a warranty matter, or provide legally required information.

Article 9. HOW WE DISCLOSE PERSONAL INFORMATION

- 9.1. The Company may disclose Personal Information to Service Providers that support its operations, including Jobber, payment processors, analytics providers, communication providers, website hosting providers, information technology providers, contractors, subcontractors, accountants, insurers, and legal or professional advisers. The Company will limit such disclosure to information reasonably necessary for the recipient to perform the relevant service, support a Project, or protect the Company's legitimate business and legal interests.
- 9.2. The Company may disclose Personal Information where reasonably necessary to comply with applicable law, respond to a subpoena, court order, warrant, or other lawful request, cooperate with a regulatory or law enforcement authority, collect an unpaid amount, investigate fraud or misuse, enforce its Terms and Conditions, protect persons or property, or establish, exercise, or defend a legal claim.
- 9.3. The Company may disclose Personal Information in connection with a proposed or completed sale, merger, financing, reorganization, transfer, or acquisition of all or part of its business or assets. The Company may also disclose Personal Information at the direction of or with the consent of the Customer. Any recipient will receive only the information reasonably relevant to the applicable transaction, request, or authorized purpose.
- 9.4. The Company does not sell, rent, or share mobile telephone numbers, text messaging consent, or text messaging opt in information with third parties or affiliates for their own marketing or promotional purposes. The Company may disclose mobile information to Jobber, communications providers, and other Service Providers solely where reasonably necessary to transmit messages, operate the messaging service, provide customer support, protect the security of the service, or comply with applicable law. Such Service Providers are not authorized by the

Company to use mobile information or text messaging consent for their own marketing or promotional purposes.

Article 10. SALE OF PERSONAL INFORMATION AND TARGETED ADVERTISING

- 10.1. Based on its current business practices, the Company does not sell Personal Information to third parties for monetary consideration. The Company also does not use Personal Information to display advertising selected through tracking a Customer's activities across unaffiliated websites or online services over time.
- 10.2. The Company discloses limited Device Information and Usage Information to Google Analytics and other Service Providers for the operational and analytical purposes described in this Privacy Policy. These disclosures are not made in exchange for monetary payment. However, because certain privacy laws may define the sale or sharing of Personal Information more broadly, the Company will provide and honor any legally required choice or opt out right applicable to such Processing.
- 10.3. If the Company materially changes its practices concerning the sale of Personal Information or targeted advertising, it will update this Privacy Policy and provide any notice, consent mechanism, or privacy choice required by applicable law before applying the revised practice.

Article 11. DATA RETENTION

- 11.1. The Company retains Personal Information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy. The applicable retention period may depend on the nature of the information, the duration of the Customer relationship, the status of a Project, warranty obligations, accounting and tax requirements, insurance requirements, recordkeeping needs, and applicable limitation periods.
- 11.2. Project records, communications, estimates, invoices, Transaction Information, and photographs or videos may be retained for a period reasonably necessary to administer the Services, respond to Customer concerns, maintain financial and business records, establish or defend legal rights, and comply with applicable law. Device Information and Usage Information may be retained according to the Company's analytics settings and the retention practices of the applicable Service Provider.
- 11.3. When Personal Information is no longer reasonably required, the Company may delete, anonymize, or securely dispose of it. The Company may retain information for a longer period where required by law, subject to a legal hold, reasonably necessary for an active dispute or investigation, or maintained in a secure backup that cannot practicably be removed immediately.

Article 12. DATA SECURITY

- 12.1. The Company uses reasonable administrative, technical, and physical safeguards designed to protect Personal Information against unauthorized access, loss, misuse, alteration, disclosure, or destruction. Depending on the nature of the information and the systems involved, these safeguards may include access restrictions, password protection, device security controls, secure account settings, software updates, backups, and limiting access to persons who reasonably require the information for business purposes.

- 12.2. The Company instructs its personnel and representatives to handle Personal Information responsibly and uses Service Providers that are expected to maintain safeguards appropriate to the services they perform. However, the Company does not control every system operated by a Service Provider and cannot guarantee that any method of electronic transmission, mobile device storage, or online storage will be completely secure.
- 12.3. If the Company becomes aware of a security incident involving Personal Information, it will investigate and respond in a manner appropriate to the nature and scope of the incident. The Company will provide any notice to affected individuals or public authorities required by applicable law. Customers should promptly notify the Company if they believe information provided in connection with the Website, Jobber, Services, or a Project has been accessed or used without authorization.

Article 13. PRIVACY RIGHTS AND CHOICES

- 13.1. Depending on the Customer's place of residence and applicable law, the Customer may have the right to request confirmation of whether the Company Processes Personal Information concerning the Customer and to request access to, correction of, deletion of, or a portable copy of that information. A Customer may also have the right to object to or restrict certain Processing and to opt out of any Processing treated by applicable law as a sale, sharing, or use for targeted advertising.
- 13.2. A Customer may submit a privacy request using the contact information provided in Article 17. The request should clearly describe the right being exercised and identify the information concerned. The Company may request information reasonably necessary to verify the Customer's identity and authority before responding. An authorized representative may submit a request where permitted by law, but the Company may require proof of authorization and direct verification from the Customer.
- 13.3. The Company will respond to a verified request within the period required by applicable law. A request may be limited or denied where an exception applies, including where retention is necessary to complete a transaction, provide Services, maintain financial or legal records, protect security, prevent fraud, exercise legal rights, or comply with law. The Company will not unlawfully discriminate against a Customer for exercising an applicable privacy right. Cookie choices and promotional communication preferences may be managed as described in Articles 5 and 8.

Article 14. CHILDREN'S PRIVACY

- 14.1. The Website and Services are intended for adults and are not directed to children under 13 years of age. The Company does not knowingly collect Personal Information online directly from a child under 13 without providing notice and obtaining verifiable parental consent where required by applicable law. Children under 13 should not submit a service request, contact information, Property information, or other Personal Information through the Website or Jobber.
- 14.2. If the Company learns that it has collected Personal Information online directly from a child under 13 without legally sufficient parental consent, it will take reasonable steps to delete the information or otherwise handle it as required by law. A parent or legal guardian who believes that a child has provided Personal Information to the Company may submit a request using the contact information in Article 17.

Article 15. THIRD PARTY WEBSITES AND SERVICES

15.1. The Website, Jobber communications, emails, social media pages, or other Company communications may contain links to websites, platforms, applications, or services operated by third parties. A link or connection does not mean that the Company controls, endorses, or is responsible for the privacy, security, content, availability, or business practices of the third party.

15.2. Personal Information provided directly to a third party is governed by that third party's own privacy policy and terms. Customers should review the applicable privacy policy before submitting information, creating an account, making a payment, or otherwise interacting with an external website or service. This Privacy Policy does not apply to independent Processing performed by a third party outside the Company's control.

Article 16. CHANGES TO THIS PRIVACY POLICY

16.1. The Company may update this Privacy Policy from time to time to reflect changes in its Services, Website features, technology, Service Providers, business practices, or legal obligations. When the Privacy Policy is revised, the Company will post the updated version on the Website and revise the Effective Date shown at the beginning of the Policy.

16.2. A revised Privacy Policy will apply from its stated Effective Date. If a change materially affects how the Company Processes Personal Information previously collected, the Company will provide any additional notice or obtain any consent required by applicable law before applying the revised practice. Customers should review this Privacy Policy periodically to remain informed about the Company's privacy practices.

Article 17. CONTACT INFORMATION

17.1. Questions, concerns, or requests concerning this Privacy Policy or the Company's Processing of Personal Information may be directed to:

X-Engineer Handyman Services LLC
Chicago, Illinois, United States
Email: hello@xengineerhandyman.com
Telephone: (773) 912 1773
Website: xengineerhandyman.com

17.2. When submitting a privacy request, the Customer should use the subject line "Privacy Request" where reasonably possible and provide sufficient information for the Company to identify and respond to the request. The Customer should not include complete payment credentials, government identification numbers, account passwords, or other unnecessary sensitive information in the initial communication.