

FILLMEWASH — PRIVACY POLICY

Effective Date: 2025 – 09 - 23

1) Who We Are

Fillmewash (“we,” “our,” the “App”) connects clients with independent cleaning professionals (“Partners”).

Questions or rights requests: **fillmefuels@gmail.com — 35 Danny St, Dieppe, NB E1A 0H6, Canada.**

2) Scope

This policy covers our mobile apps (iOS/Android), website, and related services (quoting, scheduling, payments, support).

3) Data We Collect

- **Account & Identity:** first/last name, email, phone, encrypted password.
- **Addresses & Service Areas:** service address, city, postal code.
- **Location:** approximate or precise location if you allow it (e.g., find a nearby pro, ETA). Background location is never required for clients.
- **Photos & Media:** before/after photos; documents you or the pro provide.
- **Service Data:** service type, date/time, notes, quote, invoice, signature.
- **Payments:** tokenized payment data from providers (e.g., Stripe/PayPal). We do **not** store card numbers.
- **Support:** content exchanged with support (email/chat).
- **Technical & Usage:** device identifiers, logs, crash reports, cookies (website), analytics (e.g., Firebase/Google Analytics), push-notification token.
- **Professional (Partner) Data:** business info, availability, payout/banking (via provider), and legally required verifications (e.g., insurance; background checks provided by the individual).

4) Purposes (How We Use Data)

- Create/manage accounts; provide quotes; schedule services.
- Geolocate nearby pros and optimize routes (if authorized).
- Execute and bill services; send receipts and photo reports.

- Prevent fraud; ensure security; handle disputes; ensure quality.
- Improve the App (statistics, performance, bug fixes).
- Service communications (notifications, reminders, surveys). Marketing is opt-in only.
- Comply with legal, tax, and accounting obligations.

5) Legal Bases (Canada)

- **Consent** (e.g., location, marketing, non-essential cookies).
- **Contract performance** (booking, payment, service).
- **Legitimate interests** (security, fraud prevention, product improvement).
- **Legal obligations** (accounting, lawful requests).

6) Sharing & Recipients

We share only what's necessary with:

- **Payment providers** (e.g., Stripe/PayPal).
- **Analytics/crash/push** (e.g., Firebase, Google Analytics, Crashlytics, FCM/APNs).
- **Maps & geolocation** (e.g., Google Maps, Apple Maps).
- **Storage/hosting** (cloud, backups, CDN).
- **Professional partners** to perform the booked service (name, service address, notes, relevant photos).
- **Authorities** when required by law or to protect our rights.
We **do not sell** personal data.

7) Retention

- **Account & service history:** until the account is deleted or longer if required by law.
- **Invoices & transactions:** 7 years (tax/accounting).
- **Before/after photos:** 24 months (quality/disputes), unless otherwise required.
- **Technical logs/analytics:** typically 12 months.
When no longer needed, data is deleted or anonymized.

8) Security

Encryption in transit (TLS 1.2+) and at rest for sensitive data, strict access controls (least-privilege), access audits, and backups. No system is 100% invulnerable.

9) Your Choices & Rights

- **Access/Rectification:** get a copy; request corrections.
- **Portability:** structured copy of main data on request.
- **Withdraw consent:** location, marketing, non-essential cookies.
- **Erasure:** request deletion of your account and data not subject to legal retention.
- **Objection/Restriction:** where applicable.

To exercise rights: **fillmefuels@gmail.com**. In Canada, you may also contact the **Office of the Privacy Commissioner of Canada (OPC)**.

Minors: The App isn't intended for children under 13. In New Brunswick, consent for users under 14 must be provided by a parent or legal guardian.

10) International Transfers

Some providers may process data outside your province/country (e.g., U.S.). Where required, we use appropriate contractual clauses and safeguards.

11) Cookies (Website)

- **Essential:** security, session, cart/quote.
- **Audience Measurement (opt-in):** Google Analytics/Firebase.
- **Marketing (opt-in):** retargeting.
Manage preferences via the cookie banner.

12) Changes

We may update this policy. The date above indicates the effective version. Material changes will be notified in-app or by email.

13) Contact

Email: fillmefuels@gmail.com

Postal: 35 Danny St, Dieppe, NB E1A 0H6, Canada

FILLMEWASH — TERMS OF USE

Effective Date: 2025 – 09 - 23

1) Who We Are

Fillmewash (“Fillmewash,” “we,” “our,” the “App”) is a platform that allows clients (“Clients”) to book cleaning services from independent professionals or partner companies (“Professionals”).

2) Acceptance of Terms

By creating an account, accessing the App, or booking a service, you agree to these Terms and our Privacy Policy. If you do not agree, do not use the App. We may update these Terms at any time; the date above indicates the effective version. Material changes will be notified in-app or by email.

3) Eligibility & Account

- You must be at least 18 and have legal capacity to enter a contract.
- You’re responsible for accurate account information and keeping credentials confidential.
- Inform us promptly of any unauthorized account use.
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4) Nature of Services & Our Role

- Fillmewash is a marketplace and scheduling/payment tool.
- Services are performed by independent Professionals (not Fillmewash employees) who are responsible for quality, safety, insurance, and legal compliance.
- Unless otherwise stated, Fillmewash is **not** a party to the service-execution contract between Client and Professional.

5) Booking, Quotes & Service Execution

- Request a quote, select a time slot, and confirm the service in the App.
- Travel/arrival times are indicative. The site must be safe and accessible (parking, codes, pets, hazards).
- Professionals may refuse or stop a service for safety reasons, unsuitable scope, or missing information.

6) Prices, Payments & Taxes

- Prices, promotions, and any fees (e.g., travel, specialty equipment) are shown at booking.
- Payments are processed by third-party providers (e.g., Stripe/PayPal). Fillmewash does **not** store card numbers.
- Applicable taxes (e.g., HST/QST) are added as required. Tips are optional.

7) Cancellations, Delays & No-Shows

- Cancellation/rescheduling windows and any fees are shown at booking.
- If a Professional cannot access the site at the agreed time (e.g., no access), travel fees may apply.
- In case of impediments (e.g., severe weather), services may be rescheduled without penalty.

8) Client Responsibilities

- Provide accurate location details, surface/equipment conditions, and safety constraints.
- Clear areas to be serviced (fragile items, personal belongings, pets).
- Disclose any allergies or products to avoid.
- Inspect work upon completion and report issues within a reasonable time.

9) Professional Responsibilities

- Maintain required insurance, licenses, and equipment.
- Follow safety standards, professional etiquette, and local laws.
- Use compliant products and provide technical data sheets if necessary.
- Document work (before/after photos) when required by the order or for quality assurance.

10) Quality Guarantee & Touch-Ups

- If results don't match the order, contact us promptly (deadline shown in-app).
- Based on assessment, a reasonable touch-up may be offered by the Professional. Touch-ups exclude requests outside the initial quote or irreversible wear.

11) Photos, Content & Consent

- You may be asked for photos before the service; Professionals may take before/after photos for quality and billing.
- Absent additional express consent, such images are **not** used for advertising.
- Reviews and comments must be honest, lawful, and respectful.

12) Location, Notifications & Communications

- Some features use location services (find a pro, navigation) that you can enable/disable.
- We send notifications (reminders, tracking, security). Manage preferences in the App.
- By providing your phone/email, you agree to service-related communications. Marketing is opt-in.

13) Prohibited Uses

Do not: (a) use the App for illegal purposes; (b) harass, defraud, or harm others; (c) interfere with servers/security; (d) copy, reverse engineer, or misappropriate the App; (e) post defamatory, obscene, or violent content; (f) use hazardous products against the Professional's instructions.

14) Intellectual Property & License

- The App, logos, text, images, and code are protected by applicable IP laws.
- Fillmewash grants a limited, non-exclusive, non-transferable license for personal use, subject to these Terms.
- Unauthorized reproduction, distribution, or modification is prohibited.

15) Third-Party Services & Links

The App integrates third-party services (payments, maps, analytics). We do not control these services and disclaim responsibility for their availability, policies, and practices.

16) Data Protection

Use of the App is governed by our Privacy Policy. Please review it in-app or on our website.

17) Disclaimer of Warranties

The App is provided “as is” and “as available.” To the extent permitted by law, we disclaim all express or implied warranties (including merchantability, fitness for a particular purpose, accuracy, and non-infringement).

18) Limitation of Liability

To the extent permitted by law, Fillmewash and its officers/employees are **not** liable for indirect, special, incidental, punitive, or consequential damages. Our total liability to you relating to the App or services is limited to the greater of: (i) the amount you paid through the App for the service at issue, or (ii) the total paid in the 6 months preceding the event giving rise to the claim.

19) Indemnification

You agree to indemnify and hold Fillmewash harmless from claims, losses, damages, fines, and costs (including reasonable legal fees) arising from: (a) your use of the App; (b) your breach of these Terms; (c) your interactions with a Professional, to the extent permitted by law.

20) Termination

We may suspend or terminate access for violations of these Terms or for security reasons. You may close your account at any time in-app or by contacting us. Certain clauses (payments, IP, liability, disputes) survive termination.

21) Governing Law & Disputes

These Terms are governed by the laws of the Province of New Brunswick and applicable federal laws of Canada. Disputes are subject to the competent courts of New Brunswick, without limiting your mandatory consumer rights.

22) Platform Terms (Apple/Google)

- **Apple:** Apple Inc. is not a party to these Terms and provides no warranty/maintenance; all support is provided by Fillmewash. You also agree to Apple Media Services Terms.
- **Google:** You agree to Google Play Terms of Service. Google is not a party to these Terms.
- You confirm you are not located in an embargoed country and are not on any sanctions list.

23) Force Majeure

We are not responsible for delays or failures caused by events beyond our reasonable control (e.g., natural disasters, outages, strikes, public-health emergencies).

24) Severability & Entire Agreement

If any clause is found invalid, the remainder stays in force. These Terms constitute the entire agreement between you and Fillmewash regarding the App.

25) Contact

Support: fillmefuels@gmail.com

Privacy: fillmefuels@gmail.com

Postal: 35 Danny St, Dieppe, NB E1A 0H6, Canada