

# CONFIDENTIALITY POLICY

A. Please read these Terms and Conditions (the "**Terms**" or "**Terms of Use**") carefully before using the service ("**the Service**") provided through the website [www.solvedexpert.com](http://www.solvedexpert.com) and the mobile application Solved or Solved application ("**Solved**"). The Service is operated and provided by us, the Romanian company Maflomarius SRL, 36663373 ("**we**", "**us**", "**our**").

B. You, natural or legal person, who register or intend to register an account in the Service, are a user of the same Service ("**User**", "**Users**" or "**You**", "**Your**"). Users who look for help and solutions in the Service are hereinafter referred to as "**Client**" and Users who provide "**Clients**" with services and solutions in **the Service** are hereinafter referred to as "**Solver**". The "**Solver**" is also known as the "**Handyman**" or the "**Specialist**". "**Visitor**" means both natural and legal persons who visit **the Service** without being a **User**.

C. "**Collaboration**" or "**Meeting**" refer to any initiative that resulted after both, **Client** and **Solver**, checked each other's details from their profiles in Solved application and decided to contact each other and/or meet.

D. "**Job/Task/Need/Problem**" refers to any activity a **Client** needs a **Solver** to be taking care of.

## **Users who are looking for help/someone to solve their problem**

E. Your access to and use of **the Service** is conditional on you accepting and complying with the **Terms**. The **Terms** apply to all **Visitors**, **Users** and others who have access to or use **the Service** and / or any other service mediated through **the Service**. By visiting or using **the Service**, you agree to be bound by the **Terms**.

## **INTRODUCTION**

Solved enables physical and legal persons ("Client") to find and hire persons, either privately or through companies, ("Solver") for different types of assignments. To do this, we need to collect and process some personal data.

This Confidentiality Policy explains how we collect and process your personal information when you use our service (the "Service"), at [www.solvedexpert.com](http://www.solvedexpert.com) or the mobile application Solved. It also describes your rights to us and how you can assert your rights.

By using the Service, you agree to this Confidentiality Policy and that your personal information is collected and processed in the manner described herein. It is important that you read and understand this policy before using the Service.

This policy may sometimes need to be changed or updated, for example, if features are changed or added to the Service. In this case, you will be informed of this in the Service, or in any other appropriate way, to enable you to make a decision on the change before it becomes effective.

## 1. SOLVED WILL TAKE CARE OF YOUR DATA

Solved is responsible for personal data for your personal data processed in the Service, in accordance with this policy. You can always expect your personal data to be processed in a safe and pleasant manner with us.

You can contact us at any time if you have any questions about your personal information, by emailing us at [solvedapplication@gmail.com](mailto:solvedapplication@gmail.com).

## 2. PERSONAL DATA COLLECTED

Solved collects different types of information about you when you use the Service, in part depending on whether you are a Client or Solver. So, it is not necessarily that we will process all these types of personal data in your particular case.

- **Account information.** When you as a Client or Solver, create a user account in the Service, you need to enter your name, telephone number, address, e-mail and enter a password. Moreover, you as a Client and Solver have the possibility to upload a portrait image and enter a description about yourself. You control the content of your description yourself. Remember not to include sensitive personal information or other personal information that you do not wish to disclose. As a Solver, it is strongly recommended to add to your account a detailed description of the solutions and services you can provide and also upload photos with you or with any documents supporting personal qualifications and capabilities.
- **Qualifications.** Solved stands for quality, safety and equality. Therefore, when you apply to become a Solver, you will need to tell the other Users about yourself, through a detailed written description supported by photos with personal qualifications and capabilities.
- **Card and bank details.** As Solver, you will need to enter your card details in the Service to facilitate future payments for memberships.
- **Location information.** If you enable the "Locate me" feature in the Service, information about your current geographic location will be collected. Locations help Clients and Solvers figure out the distances between them and approximate time for solutioning Clients' needs.
- **Feedbacks.** After a Solver accomplish given tasks from Clients' side, the Client must submit feedback in the Service, in the form of a "star rating". The Client also has the opportunity to provide written feedbacks to Solvers. Feedbacks, both written and "star rating" are visible to all Users of the Service, so be sure not to include sensitive information in the written feedback.
- **Invitations.** You have the opportunity to invite other people to test Solved. Solved will collect information about whether or not an invitation has been used. This information concerns both you who have sent the invitation and the one you have invited. You can read more about how invitations and discount codes work here.
- **Device information.** When you use the Service, device information is collected from your computer (or mobile device), such as IP address, language, browser, operating system and screen resolution, and the date and time of your visit to the Service. This information is collected using cookies.

### 3. HOW IS YOUR DATA COLLECTED

- **Information you provide to us.** Most of all information you submit to us yourself, for example when you register your account, set up an assignment or interact with others in the Service. It is optional to submit information in the Service. However, you must submit some information in order to use the Service. For example, as a Solver, you need to include your name, date of birth, contact information and other information when you register with the Service. You have the opportunity to register and log in to the Service by identifying yourself with your phone number. In that case, Solved will automatically collect some information about you from this perspective. However, you will first approve this and then be able to investigate all types of information that will be collected about you.
- **Information collected in other ways.** Sometimes, data can also be collected from people other than you. For example, a Client may publish information in the written feedbacks provided to a Solver. If you enable the "Locate me" feature in the Service, your location information will also be obtained from Google.

### 4. HOW IS YOUR DATA USED

Your personal information is mainly used to provide, perform and improve the Service. Solved processes your personal data for the following purposes based on the following legal grounds:

- **To provide the Service.** Your personal data will primarily be processed in order to provide you with the Service. For example, your personal information is used to connect you with other Users in the Service, so that you can hire a Solver or undertake a job for a Client. Your personal information is also used to confirm your identity when you log into the Service, as well as device information to ensure that the Service is presented to you and your device in the best way.
- **To enable payments.** Your card details will be used to process and administer your payments in the Service. It is necessary to provide you with the payment solution in the Service. Solved does not save any information involved in payments. Payments are made by involving third party services (e.g. Google Pay, Apple Pay).
- **To administer discount codes.** Your personal information will be processed to administer your discount codes in the Service. For example, invitation information will be used to determine if you are entitled to discount codes, and if so, also to deduct the discount in connection with your next payment in the Service. This treatment is necessary for you to avail your discount codes. You can read more about how invitations and discount codes work here.
- **To evaluate you as Solver.** If you apply to become a Solver, your account details and qualification details will be used to evaluate your eligibility as a Solver. To be able to perform assignments as a Solver, you must also be 18 years of age. This treatment is needed to determine if you will be allowed to perform assignments as a Solver through the Service and for other legitimate interests, including Solvers and the Client's interests, that you are suitable and qualified for assignments as Solver.
- **To communicate with you.** Your contact information (including telephone number) may be used to send you notifications, push notifications and messages, for example about new assignments that suit you, offers, promotions and other information about service. This is done to provide you with the Service and for other legitimate interests. You can turn off and on different types of notifications in your settings in the Service and in your phone.

- **To locate you.** Location information is used to locate you, among other things so that you as a Client can see available workforce nearby. Location information is used in the same way so that you as a Solver, for example, can see other Solvers nearby. Location information is also used to send notifications of relevant jobs near you. By activating the "Locate Me" feature in the Service, you agree to the location information being collected and shared about you. This feature is completely optional and you can turn it off again at any time in your browser or phone.
- **To provide support.** Your personal information may need to be used to investigate, respond to and resolve complaints and problems with the Service or an assignment. This is done in order to be able to provide you with the Service and for other legitimate interests, including the interests of Solvers that the Service functions flawlessly in order to mediate jobs between Solvers and the Client.
- **To create aggregate statistics.** Your personal data may be used to create statistics in aggregate form, where the data is not identifiable. Statistics can, for example, relate to recurring types of assignments, average prices, as well as age distribution and geographical distribution of users in the Service. This is done with the support of legitimate interests, including Solved's interests in developing and improving the Service and its use.
- **To develop and improve the Service.** Device information and aggregate statistics may be used as a basis for continuing to develop and improve the Service and the user experience. This is done with the support of legitimate interests, including Solved's interests in developing and streamlining the Service.

## 5. WHAT DATA OF YOURS WE SAVE

Your personal data is only stored as long as the information is needed to fulfil the purpose of the processing. Unfortunately, it is not possible to specify in advance exactly how long this is for all data. Generally, your personal data is stored in the Service as long as you have retained your user account.

Personal data processed on the basis of your consent (e.g. location information) will be deleted in the Service if you revoke your consent. Note that this does not affect Solvers' right to process the data prior to the recall.

However, your personal data may sometimes need to be stored for a longer period of time, if required to fulfil legal obligations. These obligations come, among other things, from accounting and tax legislation. If your information needs to be saved due to legal obligations, the information will only be used to fulfil those obligations and nothing else.

## 6. THE INFORMATION WE SHARED WITH OTHERS

Your personal information may sometimes need to be transferred to or shared with others. For example, your personal information may be shared with:

- People who work with us. Your personal information will be shared with people who work at Solved, but only people who need access to them in order to perform their jobs.
- Solvers, Clients and other Visitors. Parts of your personal information will be visible to other users and visitors of the Service, including your first name and first letter of the surname, date of birth, distance to possible jobs or your profile picture and any description. However, no private or sensitive information (e.g. card details) will be

visible to others in the Service. If someone has left a written feedback about a Solver, it will also appear to others in the Service.

- Suppliers and subcontractors. Your personal data may need to be transferred to or shared with selected companies that provide different types of services to us. These companies may only process your personal data according to instructions from us. For example, the Service is stored and provided by the Amazon Web Services (AWS).
- Solved uses third party payment services in order to make possible for the Solvers to pay for their memberships. Google Pay and Apple Pay are third-party payment services used by Solved and they are responsible for personal data on how your data is processed by them. You can read more about how Google Pay and Apple Pay processes your personal information in their Confidentiality Policy.
- Google and Apple. When you enable the "Locate Me" feature in the Service, Google and Apple will collect and process information about your current geographic location. Google and Apple use this information to calculate and return your geographic location to the Service. Google and Apple are responsible for personal data on how your data is processed by them. You can read more about how Google and Apple process your personal information in their Confidentiality Policy.
- Google Pay and Apple Pay. The payment solution in the Service is provided by Google Pay and Apple Pay. Google Pay and Apple Pay will have access to parts of your personal data (including card details and transaction data) in order to be able to mediate payments between the Client, Solver and us. Google Pay and Apple Pay provide the payment solution on behalf of us. You can read more about how the payment solution works in the Terms of Service for the Service.
- Agencies. Solved may provide necessary information to authorities such as the Police, the Tax Agency or other authorities if we are required to do so by law or if you have agreed to do so.
- Sale. Solved may share your personal information with a potential buyer of Solved's business or assets. Of course, on the other hand, we will never sell your personal information separately to a third party, unless you have approved it.
- You acknowledge that by voluntarily providing your telephone number(s), you expressly agree to receive calls or text messages (which may include pre-recorded voice messages, and/or autodialed calls) from Solved and from Solvers and Clients, related to promotions, your account, registration, orientation, upcoming or scheduled Jobs, product alterations, or related to any other reason.
- You acknowledge that automated calls or text messages may be made to your telephone number(s) even if your telephone number(s) is registered on any state or federal Do Not Call list.
- You agree that Solved may obtain, and you expressly agree to be contacted at the phone number provided by you at any time or obtained through other lawful means, such as skip tracing, caller ID capture, or other means.
- You agree to receive automated calls and text messages from Solved and Clients and Solvers even if you cancel your account or terminate your relationship with Solved, except if you opt-out. You understand that you do not have to agree to receive automated promotional calls/texts as a condition of purchasing any goods or services. To opt-out email to [solvedapplication@gmail.com](mailto:solvedapplication@gmail.com) and specify that you want to opt out of text messages or/and voice calls.

## 7. YOUR DATA CAN BE PROCESSED OUTSIDE THE EU / EEA

Solved always strives to process your personal data in the EU / EEA. However, in some cases your personal data will need to be transferred to companies outside the EU / EEA.

You should be aware that other rules may apply to your personal data outside the EU / EEA, which can sometimes result in poorer protection. However, Solved will ensure that all reasonable legal, technical and organizational measures are in place to ensure that your personal information is handled securely and with an adequate level of protection (e.g. Privacy Shield).

## 8. COOKIES

Like many others, the Service uses cookies and similar technologies in the Service to collect device information. This site uses cookies. A cookie is a small text file stored on the visitor's computer (or another device) that is used to improve the functionality of the website. According to the Electronic Communications Act (2003: 389), anyone who visits a website with cookies should receive information about whether the website contains cookies or not and in this case the purpose of the use of cookies. The website [www.solvedexpert.com](http://www.solvedexpert.com) uses text files that are stored on your computer to analyse how users use the website. The information generated by such cookie through your use of the website (including your IP address) can never be linked to your personal information.

You can check the settings of cookies in your browser settings.

## 9. YOUR RIGHTS

It is your personal information. You therefore have the right to receive information about and influence how your personal data is processed by us. Here is a brief summary of your rights.

- **Right to object to treatment.** You have the right to object to your personal data being processed for legitimate interests. In that case, we must either prove that there are legitimate reasons for the treatment, which are considering your interests, or end the treatment. You can always contact us for more information on the balance of interests that has been made.
- **Right to access and move your data.** You can request a copy of your personal data at any time and information on how they have been collected, used, shared etc. The first copy is free. For additional copies we may charge a reasonable fee. You also have the right to transfer your personal data to another data controller.
- **Right to delete data.** You have the right to request that your personal data be deleted if it is no longer necessary for the purpose for which the data was collected, or if there is no legal basis for processing the data.
- **Right to correct incorrect information.** You have the right to request that incorrect personal data be corrected. You also have the right to supplement incomplete personal data. Many of your tasks can be changed directly in the Service yourself.
- **Right of restriction.** You have the right to request that the processing of your personal data be restricted until incorrect information has been corrected or an objection from you has been investigated.

You should be aware that there may be additional requirements or regulations that limit, or extend, your rights. For example, legal obligations may prevent us from disclosing or moving parts of your information, or from deleting your information immediately.

## **10. COMPLAINT**

You have the right to contact and complain to the specialized authorities if you believe that your personal data has been handled incorrectly by us.