

## PRIVACY POLICY

This PRIVACY POLICY (the “Privacy Policy”) explains how Helpr, LLC. (“Helpr”, “we”, or “us”) collects, uses, shares, and protects your Personal Information (as defined below) or other information that is collected through our website(s), mobile applications, or other online services (“Site”). This Privacy Policy applies to Site users and visitors as well as users of Helpr’s Services (as defined herein); any mention of “you”, “your”, or “user(s)” throughout this Privacy Policy refers to such users and visitors. For the purposes of this Privacy Policy, Helpr provides the following “Services:” (i) evaluation of childcare professionals (whether employed by Helpr or an independent contractor of Helpr)(“Sitters”) for the purpose of such Sitters generally providing childcare services (“Sitter Services”), (ii) operating the Site, and (iii) providing childcare through Sitters directly employed by Helpr. By using, accessing, or interacting with the Site or purchasing the Services, you are consenting to be bound by the terms of this Privacy Policy.

This Privacy Policy does not apply to the practices of third parties that we do not own, control, manage or employ, including, but not limited to third parties that provide various services that may be purchased by users through the Site and Sitters (“Independent Service Providers”) or any other third party websites, services, or applications that you choose to access or use through the Site or that you choose to interact with as the result of purchasing the Services or the services of third parties. Some examples of such third parties are provided throughout this Privacy Policy, but please note that the examples included herein are not meant to be an exhaustive list. For information about the privacy practices of such third parties, please consult with those third parties directly.

**What We Collect.** We get information about users of the Site in a variety of ways:

*Information You Give Us.* We will collect your name, email address, phone number, postal address, password, credit card information, as well as some information about your children/grandchildren/or minors for which you are a guardian, and other information you give us directly through our Site including when you register for an account (“Account”) or through our computer or mobile software applications (all such provided information shall be deemed “Personal Information”). You must create an Account in order to use the Site.

*Information Automatically Collected.* We may automatically log information about you and your computer. For example, when visiting our Site, we may log your IP Address, geolocation, the website you visited before accessing the Site, access times and other information about your use of and actions on our Site (“Usage Data”). All Usage Data collected from you will only be collected in an aggregated and anonymous form. Collectively, your Usage Data together with your Personal Data shall be the “Information.”

*Do Not Track.* We currently do not participate in any “Do Not Track” frameworks that would allow us to respond to signals or other mechanisms from you regarding the collection of your Personal Information.

*Children’s Online Privacy Act Compliance and the Collection of Information from Minors.* Our Site is not intended for children under 13 years of age. Helpr does not knowingly collect Personal Information from children under the age of 13. If you are under the age of 13, please do not submit any Personal Information through the Site. We encourage parents and legal guardians to monitor their

children's Internet usage and to help enforce our Privacy Policy by instructing their children never to provide Personal Information on this Site without a parent's or a legal guardian's permission. If we learn we have collected or received personal information from a child under 13 without verification of such consent, we will delete said information. If you have reason to believe that a child under the age of 13 has provided Personal Information to Helpr through this Site, please contact us at [hello@helpr-app.com](mailto:hello@helpr-app.com). Minors between 13 and 18 years of age may have the personal information that they have provided to Helpr through this Site deleted by sending an e-mail to [hello@helpr-app.com](mailto:hello@helpr-app.com) requesting deletion. Please note that while we make reasonable efforts to comply with such requests, deletion of such Personal Information does not ensure complete and comprehensive removal of that data from all systems.

**Sharing Your Information.** Helpr is not in the business of selling your Information. We consider this Information to be a vital part of our relationship with you. There are, however, certain circumstances in which we may share your Information with certain third parties without further notice to you, as set forth below:

*Business Transfers and our Property.* As we develop our business, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, dissolution or similar event, Information may be part of the transferred assets. We may share Personal Information to protect the rights and property of Helpr, our agents, customers, and others; this includes enforcing our agreements, policies, and Terms of Use.

*Agents, Consultants and Related Third Parties.* Helpr, like many businesses, sometimes hires other companies to perform certain business-related functions. Examples of such functions include maintaining databases and processing payments. When we employ another company to perform a function of this nature, we only provide them with the Personal Information that they need to perform their specific function.

*Disclosure to Unaffiliated Third Parties and Independent Third Parties.* We may share your Personal Information with unaffiliated third parties or Independent Third Parties only as necessary to complete a monetary transaction, perform the Services that you have requested, or to support the technical operation and maintenance of our Site. We may also share Information with our agents, outside vendors or service providers to perform functions on our behalf. For example, we may use unaffiliated third party service providers to perform functions such as analyzing data, providing marketing assistance, providing customer service, processing orders, and billing users. When one of these unaffiliated third parties acts solely on our behalf, we require that party to follow industry standard privacy practices.

*Legal Requirements.* Helpr may disclose your Personal Information if required to do so by law or in the good faith belief that such action is necessary to (a) comply with a legal obligation, (b) protect and defend the rights or property of Helpr, or (c) protect against legal liability.

*Emergencies.* We may share Personal Information in an emergency. This includes protecting the safety of our employees and agents, our customers, or any person.

**Use of Your Personal Information.** Helpr may use your Personal Information to: (a) operate, maintain, and improve the Site, products, and the Services; (b) process and deliver contest entries and rewards; (c)

respond to comments and questions and provide you with customer service; (d) send information related to your transactions, including confirmations, invoices, technical notices, updates, security alerts, and support and administrative messages; (e) communicate with you about promotions, upcoming events, and other news about products and services offered by Helpr and our selected partners; (f) link or combine user information with other personal information about users from other sources; (g) protect, investigate, and deter against fraudulent, unauthorized, or illegal activity; (h) provide and deliver products and services customers request or ask for.

**Information Choices and Changes.** You *cannot* use the Site without providing any Personal Information. You will automatically receive our promotional e-mail communications when you open an Account unless you “opt-out” of receiving such e-mails. You may opt-out of receiving promotional emails by clicking the “unsubscribe” link in any promotional email you receive and following any prompts or instructions requested when you click on such link. If you opt-out, we may still send you non-marketing e-mails. Non-marketing e-mails include e-mails about your Account and your business dealings with Helpr. You may send requests and questions about Personal Information to [hello@helpr-app.com](mailto:hello@helpr-app.com). You can request to change or update your Personal Information by changing such information on the “Account Information” page after logging in to your Account. You may also delete your Account through the “delete account” feature on the Site. If you have a complaint about our privacy practices, please write to us at: [hello@helpr-app.com](mailto:hello@helpr-app.com); we will take reasonable steps to work with you and attempt to resolve any complaints you may have.

**Security of Your Personal Information.** Helpr takes reasonable steps to protect your Personal Information from unwanted use and disclosure. We utilize a combination of industry-standard security technologies, procedures, and organizational measures to help protect your personal information from unauthorized access, use or disclosure. All supplied Personal Information is transmitted via Secure Socket Layer (SSL) technology. However, no company can fully prevent security risks and as such you understand and agree that mistakes may happen and that bad actors may defeat even the best safeguards. If a breach in security of your Personal Information occurs, we will notify you via the e-mail you provided through the Site.

The safety and security of your Personal Information also depends on you. Where we have given you (or where you have chosen) a password for access to the Site, you are responsible for keeping that password confidential. Do not share your password with anyone. Helpr holds your account information only until the account is deleted, however, we keep anonymized information pertaining to your account permanently.

Of the Personal Information Helpr collects, Helpr only stores and maintains user credentials such as email addresses and usernames, as well as any information you provide for the purpose maintaining your account and utilizing Helpr’s Services, including physical addresses, phone numbers, and the information you provide about your children/grandchildren/or the children for which you are a guardian. With regard to your credit card information associated with your Account, your credit card information is stored solely by Helpr’s third party payment processor. Helpr only stores a secure token (which is not your complete credit card information) from its third party payment processor that will allow you to use the same card for future transactions.

**Changes to this Privacy Policy.** This Privacy Policy may be revised from time to time as we add new features and services, as laws change, and as industry privacy and security best practices evolve. If we

make any changes, we will change the “last updated” date below. If we make any material change to this Privacy Policy regarding use or disclosure of Personal Information, we will provide advance notice on or through notifications provided on the Site. Small changes or changes that do not significantly affect individual privacy interests may be made at any time and without prior notice. You are responsible for periodically visiting our Site and this Privacy Policy to check for any changes.

**This Privacy Policy was last updated on [December 15, 2015].**