



**Zooby Neighborhood Services, Inc.**

## **Privacy Policy**

**Effective Date: May 7, 2025**

This Privacy Policy explains how Zooby Neighborhood Services, Inc. (“Zooby”) collects, uses, and protects the private information of property owners (“Property Owners”) who engage its services.

### **1. Information Zooby Collects**

Zooby may collect the following information (“Information”) from the Property Owner:

- Name, address, phone number, and email address.
- Payment information.
- Photos or videos of the Property Owner’s property.
- Details about the services requested.
- Information is provided through forms, surveys, or customer support.

### **2. Use of Information**

Zooby uses the Information to:

- Provide and improve Zooby’s services.
- Communicate regarding appointments or questions.
- Provide updates or promotions (Property Owner may opt out anytime).
- Comply with legal requirements.

Photos or videos of the Property Owner’s property are used to:

- Document the condition and layout of areas requiring work.



- Track progress and completion of the services Zooby provides.
- Create visual aids, such as 3D renderings or mockups, to help communicate proposed work and design concepts.
- Ensure quality control and assurance.

By engaging Zooby's services, the Property Owner consents to the use of information necessary to complete and communicate the scope of work.

### **3. Scope of Photography**

Photos may include both interior and exterior areas of the Property Owner's property. Property Owners agree to remove or conceal any sensitive items prior to scheduled work or documentation.

### **4. Sharing Information**

Zooby does not sell or share Information with third parties, except:

- With trusted service providers such as payment processors or scheduling tools.
- With subcontractors or design professionals working on the Property Owner's project under confidentiality obligations.
- When required by law or legal process.

### **5. Storage and Security**

The Information is stored securely using encrypted storage solutions. Access is limited to authorized personnel involved in the Property Owner's project. Zooby retains the Information for up to five (5) years for warranty, quality assurance, and legal compliance, unless otherwise required or permitted by law.

The Property Owner may request deletion of the Information, but Zooby reserves the right to retain certain Information as required for warranty coverage, legal defense or documentation, and contract enforcement.

### **6. Use in Marketing**

Zooby will not use any Information about the Property Owner's home for marketing, advertising, or portfolio purposes without the Property Owner's prior written consent.

### **7. Property Owner's Rights**



The Property Owner has the right to request:

- Access to the Information collected about their property.
- Corrections or removal of any Information they believe was taken in error.
- Deletion of all Information upon project completion, subject to Section 5.

## **8. Website and Online Activity**

Zooby's website may collect certain information from visitors and users, including:

- IP address, browser type, and access times
- Pages visited, referring website, and usage patterns.
- Information submitted through website forms (such as contact forms or service inquiries)

This information is collected using technologies such as cookies, web beacons, and analytics tools (e.g., Google Analytics) for:

- Understanding how users engage with the website
- Improving site functionality, content, and user experience
- Responding to inquiries or requests submitted via the website
- Complying with applicable laws

By using Zooby's website, visitors consent to the collection and use of their data. Visitors may disable cookies through their browser settings, though some website features may not function properly as a result.

Information collected through the website is subject to the same protections and practices described in this policy, including Sections 4 (Storage and Security) and 5 (Use in Marketing).

Zooby's website may contain links to third-party websites or platforms. Zooby is not responsible for the privacy practices or content of those third-party sites.

## **9. Limitations of Liability**

To the fullest extent permitted by law, Zooby shall not be liable for:



- Any incidental or indirect consequences arising from the Information capture.
- The use or storage of Information in accordance with this policy.
- Any claim related to the incidental inclusion of personal items in photos, provided reasonable care was taken.

## **10. Indemnification**

The Property Owner agrees to indemnify and hold harmless Zooby and its employees, agents, and contractors from any and all claims, liabilities, or expenses arising out of or related to the Information, except in cases of gross negligence or willful misconduct.