

Project Genie Privacy Policy & Terms and Conditions

Effective Date: 2/20/26 Last Updated: 2/20/26

These policies govern the use of the Project Genie platform, including its website, mobile applications, and related services (collectively, the “Platform”). By accessing or using Project Genie, you agree to the terms outlined below.

PRIVACY POLICY

1. Overview

Project Genie, Inc., (“Company,” “we,” “us,” or “our”) is committed to protecting the privacy and security of our users, including homeowners (“Consumers”) and service providers (“Contractors”). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Platform.

2. Information We Collect

2.1 Information You Provide

We may collect the following personal information when you register or use the Platform: - Full name - Email address - Phone number - Mailing address - Zip code and project location - Payment information (processed via third-party payment processors) - Profile details (for Contractors) - Project descriptions, images, and related uploads

2.2 Automatically Collected Information

We may automatically collect: - Device type and operating system - IP address - Browser type - Usage data and interaction logs - Cookies and similar tracking technologies

3. How We Use Your Information

We use collected information to: - Match homeowners with qualified contractors - Facilitate the auction bidding process - Process payments and transactions - Provide customer support - Improve platform performance - Send notifications related to bids, matches, and project updates - Prevent fraud, abuse, and unauthorized activity

4. Information Sharing and Disclosure

We do not sell personal data. We may share information only in the following cases: - Between matched homeowners and winning contractors (contact details and project information) - With payment processors for transaction processing - With service

providers who support platform operations - To comply with legal obligations or law enforcement requests - In the event of a merger, acquisition, or business transfer

5. Data Retention

We retain personal information only as long as necessary to: - Provide services - Maintain legal and financial records - Resolve disputes - Enforce agreements

6. Data Security

We implement commercially reasonable safeguards including: - Encryption of sensitive data - Secure payment processing - Access controls and authentication protocols

However, no digital platform can guarantee absolute security.

7. User Rights and Choices

Users may: - Update account information - Request deletion of their account - Opt out of marketing communications - Disable cookies via browser settings

Requests can be submitted through our support contact listed below.

8. Children's Privacy

Project Genie is not intended for individuals under the age of 18. We do not knowingly collect personal data from minors.

9. Third-Party Services

Our Platform may integrate with third-party services (e.g., payment gateways, analytics tools). Their privacy practices are governed by their respective policies.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Continued use of the Platform after updates constitutes acceptance of the revised policy.

TERMS AND CONDITIONS

1. Acceptance of Terms

By accessing or using Project Genie, you agree to be legally bound by these Terms and Conditions. If you do not agree, you must not use the Platform.

2. Description of Services

Project Genie is a digital marketplace that connects homeowners seeking home improvement services with vetted contractors through an auction-based lead matching system.

3. User Accounts

3.1 Registration Requirements

Users must: - Provide accurate and complete information - Maintain updated account details - Keep login credentials confidential

You are responsible for all activities conducted under your account.

4. Contractor-Specific Terms (Auction Participation)

4.1 Eligibility to Bid

To participate in auctions, contractors must: - Maintain an active registered account - Provide valid payment information - Agree to auction terms and payment obligations

4.2 Binding Nature of Bids

By placing a bid, contractors agree that: - Bids are legally binding - The winning bidder will be charged the final bid amount plus applicable fees and taxes - Payment will be processed automatically using the payment method on file

4.3 Automatic Charge Authorization

Contractors expressly authorize Project Genie to charge their stored payment method upon winning an auction.

4.4 Payment Failure and Secondary Award

If the winning contractor's payment fails: - They will have a limited timeframe to update payment information - If unresolved, the project may be awarded to the next highest bidder - The next highest bidder's payment method may be charged immediately upon award

Repeated payment failures may result in restricted bidding privileges or account suspension.

5. Homeowner Terms

5.1 Project Submission

Homeowners agree that: - All submitted project information is accurate to the best of their knowledge - Uploaded images and descriptions are truthful and lawful

5.2 Matching Process

Project Genie does not guarantee immediate matches. Matching depends on contractor availability, service category, and geographic coverage.

6. Fees and Payments

- Contractors pay only when they win an auctioned lead
- All fees are non-refundable once a lead is successfully delivered
- Processing fees and applicable taxes may apply

7. Intellectual Property

All platform content, software, branding, and design elements are the exclusive property of Project Genie or its licensors. Users may not copy, distribute, or reproduce any portion of the Platform without prior written consent.

8. Platform Rules and Prohibited Conduct

Users agree not to: - Submit false or misleading information - Circumvent the auction system - Engage in fraudulent bidding behavior - Harass, spam, or misuse contact information - Attempt to reverse engineer or exploit the Platform

9. Disclaimers

Project Genie provides a matching marketplace and does not: - Guarantee job completion - Guarantee contractor performance - Act as a contractor, employer, or agent for users

All agreements and services are conducted directly between homeowners and contractors.

10. Limitation of Liability

To the fullest extent permitted by law, Project Genie shall not be liable for: - Indirect or consequential damages - Loss of profits or business opportunities - Disputes between homeowners and contractors

11. Dispute Resolution

Any disputes arising from use of the Platform shall be resolved through good-faith negotiation first. If unresolved, disputes may be subject to binding arbitration in the governing jurisdiction specified in the governing law section.

12. Termination of Accounts

We reserve the right to suspend or terminate accounts that: - Violate these Terms - Engage in fraudulent activity - Fail to meet payment obligations

13. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Florida, without regard to conflict of law principles.

14. Modifications to Terms

We reserve the right to modify these Terms at any time. Continued use of the Platform after updates constitutes acceptance of the revised Terms.

15. Contact Information

For questions regarding this Privacy Policy or Terms and Conditions, please contact:

Project Genie Support Email: projectgenie1@outlook.com Address: 4250 Enders St., Bldg. 24 Apt. 102, Orlando, FL 32814. Website: projectgenieapp.com