

Privacy Policy

GoModi, Inc. d/b/a modi (including GoModi Services, Inc. and its affiliates) respects your privacy and is committed to protect the personal information of its users - property managers, service providers, collaborators and other visitors browsing the GoModi Software (“Users”) as well as affiliates, influencers and other collaborators interacting with GoModi. This Privacy Policy governs your use of the GoModi Software from the website, the mobile applications, the API, or any integration (collectively referred to as the “GoModi Software”). We believe that you have a right to know our practices regarding the information we collect when you visit and/or use the GoModi Software. This Policy explains our privacy practices for the GoModi Software and services provided by GoModi as well as privacy practices that apply to affiliates, influencers and other collaborators who are individuals. By accessing and/or using the GoModi Software and its related sites, applications, services, goods and/or registering for a GoModi account and/or using it as a collaborator to share comments on a specific project and/or registering to our affiliate or influencer or similar program, you agree to the terms and conditions of this Policy, including to our collection, use, disclosure, processing and retention of personal information. You can also learn how to limit sharing of information in this Policy.

1. Information We Collect

When you register to the GoModi Software, use it, complete forms, or use it as collaborator, and/or and/or register to our affiliate or influencer or similar program, we ask you to provide certain personal information, including a valid email address. We will also ask you to provide or otherwise collect additional information that you provide us, such as, your profile details, physical address or billing information, telephone number or other contact details, financial information (such as payment method and credit card number), taxpayer information and forms, any additional information as required by

applicable laws, as mutually requested by Users and Service providers, or as required to provide the GoModi Software and its related features. We also collect information about your communications with GoModi as well as communication with other users of GoModi.

We also collect information while you access, browse, view or otherwise use the GoModi Software. In other words, when you access the GoModi Software we are aware of your usage of the GoModi Software, and gather, collect and record the information relating to such usage, including geo-location information, IP address, device and connection information, browser information and web-log information, and all communications recorded by Users through the GoModi Software. We use that information to enhance user experience, personalize your browsing experience as well as monitor the GoModi Software for preventing fraud and providing features to Users and Service Providers. We also collect supplemental information obtained from third parties such as demographic and navigation data, if applicable. We combine your personal information with information we collect automatically or obtain from other companies and use it to improve and personalize our services, content and advertising and/or to prevent fraud.

Once you register, your information may be made visible to other users of the GoModi Software as needed to work on your behalf. This information includes information needed by a Service Provider to fulfill a Service Request or information needed by a User to make a Service request. Whenever possible and permitted by law, you may remove information from your profile. By default, in order to protect your privacy, GoModi shall limit the information available to other parties to that which is generally considered necessary to use the GoModi Software, make Service Requests, accept Service Requests, fulfill a Service request, or to use another feature in the software.

2. How Do We Collect Information?

Information provided by you - You directly provide us with most of the information we collect. You do this by filling out the registration details on the GoModi Software, adding information to your account, or tracking information using the GoModi Software. This can include information about Service Providers and their services, service requestor past history, To Do lists, ratings and feedback and anything you choose to add to your user profile.

Information we collect when you use the GoModi Software - We collect technical information indirectly and automatically through our systems. This information includes logging your Internet Protocol (IP) address, software configuration, operating system and use of cookies (cookies are small files sent from us to your computer and sometimes back). Cookies ultimately help us improve your navigation and ease of use of our GoModi Software.

GoModi may also collect information about the Tenant's unit, apartment, condo or property on an as needed basis. This can consist of anything relating to the unit, apartment, condo or property, including without limitation, a condition report, pictures showing condition, services performed, additional or extended services performed and any illegal activities.

Information we collect from other sources - We receive information from third party vendors and/or other commercially available sources, such as:

- Third party vendors who provide us data to supplement the information we collect about you, in accordance with applicable laws. For example, we receive fraud warnings from service providers for our fraud prevention and risk assessment efforts. We also receive information from enrichment service providers to enhance and personalize your experience as well as from advertising and marketing partners in order to manage and measure our campaigns.
- Advertising and marketing partners in order to monitor, manage and measure our campaigns.

- We also receive certain information about you, if you are invited to GoModi by another user (for example, as part of our collaboration tools and referral program), in such case we will receive limited information, such as your email address or other contact information, and we will use it for the same purpose it was provided and in accordance with the terms of this Privacy Policy.

3. How Do We Use The Information Collected?

Where relevant under applicable laws, all processing of your personal information will be justified by a "lawful ground" for processing. In the majority of cases, processing will be justified on the basis that:

- you have provided your consent for us to use your personal information for a specific purpose;
- our use of your personal information is necessary to perform a contract or take steps to enter into a contract with you (e.g. to provide you with services which you have purchased);
- the processing is necessary to comply with a relevant legal obligation or regulatory obligation that we have (e.g. fraud prevention); or
- the processing is necessary to support our legitimate interests as a business (e.g. to improve our services to you), subject to your interests and fundamental rights and provided it is conducted at all times in a way that is proportionate.

We will use your personal information for the following purposes:

- to provide you with quality service and security, to operate the GoModi Software, to perform our obligations to you and to develop and improve our service. For example, we use the information collected from you to verify your identity. We also use this information to establish and set up your account, verify or re-issue a password, log your activity, enable your communications with other users,

provide customer support, contact you from time to time and confirm your compliance with the Tenant's terms and conditions. The information helps us to develop and improve our services to you, to understand and analyse your preferences and performance and to customize and personalize your experience

- to prevent fraud and ensure safety. For example, we use your information to track and prevent fraudulent activities and other inappropriate activities and, monitor content integrity, conduct security investigations and risk assessments, verify or authenticate information provided by you, enforce our Terms of Service and comply with applicable laws. We conduct certain behavioural analytics to achieve the above objectives and in limited cases, if we detect activity that we think poses a risk to GoModi, other users, our community, or third parties, automated processes may restrict or limit your ability to use GoModi. If you would like to challenge any such decision, please contact us at legal@GoModi.com.
- to contact you, as requested by you or as otherwise approved by you or permitted according to this Policy.
- to promote and advertise the GoModi Software. For example, we use the information collected from you for the purpose of sending direct marketing messages (as detailed below), to show you information that may be of interest to you, to organize and facilitate referral programs, contests or other promotional activities or events.
- to maintain appropriate business records, to comply with lawful requests by public authorities and to comply with applicable laws and regulations or as otherwise required by law.

We will ask for your consent before using information for a purpose other than those set out in this Policy.

Direct marketing:

- We use your personal information to send you direct marketing communications about our products, services or promotions from GoModi that may be of interest to you or our related services. This may be via email, post, SMS, telephone or targeted online advertisements.
- Our processing of your personal information for marketing purposes is based on our legitimate interest, or on your consent, or as otherwise permitted according to applicable laws. You have a right to prevent direct marketing of any form at any time - this can be exercised by following the opt-out link attached to each communication or by sending an email to legal@GoModi.com.
- We take steps to limit direct marketing to a reasonable and proportionate level, and to send you communications which we believe may be of interest or relevance to you, based on the information we have about you.

4. How Long Do We Keep Personal Information?

We apply a general rule of keeping personal information only for as long as is required to fulfill the purpose for which it was collected. However, in some circumstances, we will retain your personal information for longer periods of time. We will retain personal information for the following purposes:

- as long as it is necessary and relevant for our operations, e.g. so that we have an accurate record of your dealings with us in the event of any complaints or challenge; and
- in relation to personal information from closed accounts to comply with applicable laws, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigation, enforce our GoModi Software terms and take other actions as permitted by law.

5. Children Under the Age of 18

Our GoModi Software is not intended for children under 18 years of age. No one under age 18 should provide any personal information to or on the GoModi Software. We do not knowingly collect personal information from children under 18. Parents and guardians should at all times supervise their children's activities. If we learn we have collected or received personal information from a child under 18, we will delete that personal information. If you believe we might have any information from or about a child under 18, please contact us at legal@GoModi.com

6. Sharing Personal Information with Third Parties

We do not sell or rent your personal information to third parties for their marketing purposes without your explicit consent. Information about the Tenant's unit, apartment, condo or property may also be shared with the owner, landlord and/or management company.

We share your personal information with third parties as detailed below:

We share personal information with service providers that provide us with services for the purpose of operating the GoModi Software, opening and operating your account as well as providing ancillary services and solutions. These include, among other, hosting services, billing and payment vendors, CRM systems, forum hosting, community management services, data and cybersecurity services, web analytics and performance tools, translation tools, IT SaaS services, session recording, communication systems, mailing systems, data optimization and marketing services, data enrichment services, legal and financial advisors or technical consultants). Consistent with applicable legal requirements, we take commercially reasonable steps to require third parties to adequately safeguard your personal information and only process it in accordance with our instructions;

We share personal information to law enforcement agencies, public authorities or other parties in order to respond to a subpoena or court order, judicial process or to regulatory

authorities, if we believe we are required to do so by law, or that doing so is reasonably necessary to comply with legal processes; when we believe it necessary or appropriate to disclose personal information to law enforcement authorities, such as to investigate actual or suspected fraud or violations of law, breaches of security, or breaches of this Policy; to respond to claims against us; and to protect the rights, property, or personal safety of GoModi, our customers, or the public;

We share personal information with payment processors, fraud detection agencies and similar third parties for the purpose of facilitating payments done via the GoModi Software and securing the GoModi Software and protecting it against fraud, unauthorized transactions (such as money laundering), claims or other liabilities;

We share personal information to help facilitate interactions between Users. For example, if you request a service we may share certain limited information about you (such as the fact it is your first purchase on GoModi) with the Service Provider to ensure the services you receive will fit your needs; such sharing of information is limited in scope, will not include personal identifying information (PII) wherever possible;

We may share personal information with any GoModi's corporate affiliates that are related by common control for the purpose of operating the GoModi Software, providing our services to you and for other purposes listed herein;

We may share personal information and information relating to the Tenant's unit, apartment, condo or property with the owner, landlord and/or management company; and

Personal information will also be disclosed if we go through a business transition such as a merger, sale, transfer of all or a portion of GoModi's assets, acquisition, bankruptcy or similar event. In the event that we sell any business or assets, we will disclose your data to the prospective buyer. If we or substantially all of our assets are acquired by a third party, information held by us about our users will be one of the transferred assets.

Please note, your profile information and additional information regarding your activity (including services you offer, services you complete, reviews, posts on our forum, etc.) is made public and is visible to all Users of the GoModi Software. When you publish your information and/or share your data with other GoModi Users, you do so at your own risk.

If you choose to share personal information with other users, including Service Providers providing you a service via GoModi or service requesters via GoModi, such personal information is shared with other users. While GoModi strives to protect your privacy and we require our Users to keep the information shared with them confidential, GoModi cannot ensure that all Users will do so and it is your responsibility to ensure that other users will comply with your standards.

This GoModi Software is also protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply with respect to data collected by reCAPTCHA. The use of Google reCAPTCHA is required in order to prevent fraud and misuse of the GoModi Software by use of automated machines. To learn more, please see Google's privacy policy.

Where We Store Your Personal Information

Some of the personal information you provide to us will be stored or processed on our behalf by third party suppliers and data processors and may be located in other jurisdictions, such as the United States and Israel, whose laws may differ from the jurisdiction in which you live. Whether to third parties or internally, any transfers of personal information from the European Economic Area (“EEA”) to countries not deemed to provide an adequate level of data protection are governed by European Union (EU) standard contractual clauses and/or equivalent data transfer regulations to protect the security and confidentiality of personal information. We will take all steps reasonably necessary to ensure that your personal information is treated securely and in accordance with this Policy.

7. Cookies

We use cookies and similar technologies (such as web beacons, pixels, tags, and scripts) to improve and personalize your experience, provide our services, analyze website performance and for marketing purposes.

Why we use cookies:

We use cookies and similar technologies (such as web beacons, pixels, tags, and scripts) to improve and personalize your experience, provide our services, analyze website performance, and for marketing purposes, as further detailed below.

A cookie is a piece of information (text file) stored on your device. When you visit our site, we set our own cookies (called first-party cookies) to store information on your device, such as your language preferences or login information. We also use 3rd-party cookies, which are cookies set by our partners (such as Facebook, Google, etc.).

The duration of a cookie depends on its function. “Session cookies” are only active during your online session, while “persistent cookies” will stay active on your device after closing your browser.

Blocking or deleting cookies from your browser

Find more information about deleting or controlling cookies at www.aboutcookies.org. (Note that this website is a third-party website. Therefore, we cannot ensure its accuracy, completeness or availability).

It is also possible to set your browser to block all cookies, including cookies associated with our services, or to indicate when a cookie is being set by us. You can do this through the browser settings page of the browser you use.

We may update our Privacy Policy with respect to cookies in the future. We encourage you to periodically review this page for the latest information about cookies set by GoModi.

8. Do Not Track

Do Not Track (DNT) is a privacy preference that users can set in some web browsers, allowing users to opt out of tracking by websites and online services. We do not honor browser requests not to be tracked online (known as “Do Not Track”), but our Cookie Policy describes how you can opt out of receiving cookies.

9. External Links

Please note that the GoModi Software contains links to third party sites and if you link to a third party site from the GoModi Software, any data you provide to that site and any use of that data by the third party are not under the control of GoModi and are not subject to this Policy. You should consult the privacy policies of each site you visit. This Policy applies solely to personal information collected by our GoModi Software. If you upload content, including personal information, to a social network and then tag the GoModi Software, your submission will be subject to that social network's terms of use and privacy policy, even where you post on an official GoModi page on the social network. We do not have control over these terms of use and privacy policies and have not reviewed their adequacy. You should therefore review these before submitting any personal information.

10. Security

We take great care in maintaining the security of the GoModi Software and your information and in preventing unauthorized access, loss, misuse, alteration, destruction or damage to it through industry standard technologies and internal procedures. In addition, we contractually ensure that any third party processing your personal information equally provides for confidentiality and integrity of your data in a secure way. However, the transmission of data via the internet is not completely secure, and although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to the GoModi Software; any transmission is at

your own risk. Once we have received your data, we will use strict procedures and security features to try to prevent unauthorized access.

Users who have registered to the GoModi Software agree to keep their password in strict confidence and not disclose such password to any third party.

Further information about our data security practices can be provided on request.

11. Specific Provisions for California Residents

This section of the Policy applies to you, if you are a California resident.

During the last twelve (12) months we have collected the following categories of personal information from Users:

- Information that you chose to upload or otherwise provided by you to GoModi, which may include: (i) Identifiers and personal information, such as name, postal addresses, online identifiers, email addresses, passport number or driving license number, social security number; (ii) characteristics of protected classifications, such as gender; facial image; audio, electronic or similar information; professional or employment-related information; and education information.
- Information we collect when you use GoModi, including (i) Identifiers and personal information, such as online identifiers, internet protocol (IP) addresses, access device and connection information such as browser type, version, and time zone setting and browser plug-in types and versions; (ii) commercial information, including products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies; (iii) Internet or other electronic network activity information, including, but not limited to log-in and log-out time, the duration of sessions, the content uploaded and downloaded, viewed web-pages or specific content on web-pages, activity measures; (iv) Location information, based on your IP address.

- Inferences drawn from any of the information identified above to create a profile about you.
- We obtain personal information listed above from third party sources, as detailed in the section titled “How Do We Collect Information” above.
- We use the personal information that we collect or receive for the business purposes as described above under the Section titled “How Do We Use the Information Collected?”.
- We disclose personal information to third parties for business purposes as described above under the Section titled “Sharing Personal Information with Third Parties” in the Privacy Policy. In the preceding twelve (12) months, we have disclosed all the categories of personal information detailed above for business purposes.

As previously mentioned in this Policy, we do not sell (as such term is defined in the CCPA) personal information and will not sell it without providing Users with a right to opt out.

You are entitled to the following specific rights under the CCPA in relation to personal information related to you:

- you have a right to request that we will disclose certain information to you about our collection and use of personal information related to you over the past 12 months. After verifying your request, we will disclose to you: (i) The categories of personal information that we collect about you; (ii) The categories of sources from which the personal information is collected; (iii) The purposes for collecting, using, or selling that personal information. (iv) The categories of personal information that we disclosed for a business purpose or sold, and the categories of third parties to whom we disclosed or sold that particular category of personal information. (v) The specific pieces of personal information that we have collected about you. (vi) If we disclosed your personal information for a business

purpose, the categories of personal information we have disclosed. (vii) If we sold your personal information, the categories of personal information we have sold.

- You have a right to request that we delete personal information related to you that we collected from you under certain circumstances and exceptions.
- You also have a right not to be discriminated against for exercising your rights under the CCPA.

You can make some requests under CCPA in the app or online. For any other requests, please email us at legal@GoModi.com.

We will verify your request using the information associated with your account, including email address. Government identification may also be required.

A request for access can be made by you only twice within a 12-months period. Any disclosures that we provide will only cover the 12-months period preceding receipt of your request. We do not charge a fee to process or respond to your verifiable User request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will inform you of the reasons for such decision and provide you with a cost estimate before processing further your request.

12. Notice for Nevada Residents

Under Nevada law, certain Nevada consumers may opt out of the sale of “personally identifiable information” for monetary consideration to a person for that person to license or sell such information to additional persons. “Personally identifiable information” includes first and last name, address, email address, phone number, Social Security Number, or an identifier that allows a specific person to be contacted either physically or online.

We do not engage in such activity; however, if you are a Nevada resident who has purchased or leased goods or services from us, you may submit a request to opt out of any potential future sales under Nevada law by emailing concierge@GoModi.com with NEVADA OPT OUT included in the subject of the email. Please note we will take reasonable steps to verify your identity and the authenticity of the request. Once verified, we will maintain your request in the event our practices change.

13. Updating Personal Information

We take steps to ensure that the personal information we collect is accurate and up to date, and we provide you with the opportunity to update your information through your account profile settings. In the event that you believe your information is in any way incorrect or inaccurate, please let us know immediately. We will make sure we investigate the matter and correct any inaccuracies as quickly as possible where necessary or give you ways to update it quickly or to delete it - unless we have to keep that information for legitimate business or legal purposes. When updating your personal information, we will ask you to verify your identity before we can act on your request. If for any reason you have a problem with deleting your personal information, please contact GoModi's Customer Support and we will make reasonable efforts to delete any such information pursuant to any applicable privacy laws.

You can review and change your personal information by logging into the GoModi Software and visiting your account profile page.

If you delete your User Generated Content (“UGC”), as defined in the GoModi Terms of Service, from the GoModi Software, copies of your UGC may remain viewable in cached and archived pages, or might have been copied or stored by other GoModi Software users. Proper access and use of information provided on the GoModi Software, including UGC, is governed by our Terms of Service.

14. Contact Us

To exercise any of your rights in connection with your personal information, we kindly ask that you email legal@GoModi.com with all the relevant details, so your ticket can be handled correctly. We will process any requests in line with any local laws and our policies and procedures.

If you have any questions (or comments) concerning this Policy, please email our team at support@GoModi.com, and we will make an effort to reply within a reasonable timeframe.

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