Privacy Policy

Revised October 10, 2026

Plain language summary. This Policy explains what Ayudame collects, why it is used, when it is shared, how long it is kept, and the choices available to you. Ayudame does not currently sell personal information or use it for targeted advertising.

Ayudame, LLC ("Ayudame," "we," "us," or "our") provides a mobile technology marketplace that connects people seeking services ("Help Seekers") with independent service providers ("Helpers"). This Privacy Policy applies to the Ayudame mobile application, website, communications, and related services that link to this Policy (collectively, the "Platform").

By accessing or using the Platform, you acknowledge the practices described in this Policy. If you do not agree, do not use the Platform. The Platform is intended for adults who are at least 18 years old and located in the United States.

1. Scope and roles

This Policy applies when Ayudame determines how and why personal information is processed for Platform operations. Helpers are independent users. A Helper may separately collect information while performing a service. Any separate collection by a Helper is governed by that Helper's own legal obligations and practices, not this Policy, unless Ayudame expressly states otherwise.

This Policy does not govern independent websites, applications, or services that may be linked from the Platform. Those services have their own privacy terms.

2. Information we collect

2.1 Account and profile information

We collect information used to create, secure, and manage an account. Depending on your role and choices, this may include:

- Full name, email address, login credentials, and authentication information.
- A profile photograph, which is required for both Helpers and Help Seekers and may be visible to other users.
- For Helpers, a home or service address, which is required for account and service operations.
- Optional information such as telephone number, date of birth, gender, languages, and ethnicity.
- Information received from Google or Apple when you choose Google Sign In or Apple Sign In, consistent with your settings and the information those services provide to us.
- Account role, settings, status, preferences, and history.

Ethnicity is optional. If provided, it may be used to understand Platform participation, improve services, and support aggregated reporting. Ayudame treats this information as sensitive information and does not require it to access the Platform.

2.2 Helper listings and professional information

A Helper may create multiple Service Profiles under one Helper account. Each Service Profile may include a service category, description, self reported years of experience, biography, rates, availability, service area, photographs, videos, languages, licenses, certifications, insurance information, and other details relevant to that category.

For each applicable Service Profile, a Helper may select a Local Helper or Experienced Helper designation. The designation and the Helper's years of experience are self reported. Ayudame does not independently evaluate, verify, certify, approve, or endorse the designation or guarantee the Helper's qualifications, safety, insurance, or work.

A Helper may voluntarily upload a photograph of a license, certification, or other professional document. Ayudame does not independently authenticate the document or guarantee that it is current, complete, or applicable. Helpers should remove personal information that is not necessary for public display before uploading a document.

Completed Bookings, ratings, reviews, and badges displayed by Ayudame reflect activity recorded through the Platform. Ayudame does not import customer reviews from outside platforms. Ratings, reviews, and badges may be maintained separately for each Service Profile. If an overall Helper rating is offered, it will be identified separately from category specific ratings.

2.3 Booking and service activity

We collect information about scheduled and ASAP service requests, participating users, requested services, date and time, service location, price, estimated or actual duration, instructions, acceptance or rejection, rescheduling, cancellation, completion, status history, tips, and related activity.

2.4 Communications, reviews, and dispute information

We collect in app messages, customer support communications, ratings, reviews, badges, reports, and dispute information. Ratings and reviews may be associated with the Service Profile through which the related Booking was completed. A dispute may include the reason, description, proposed resolution, refund request, notes, photographs, videos, documents, or other evidence. Information submitted in a dispute may be made available to the other party and authorized Ayudame personnel as needed to review the matter.

2.5 Location and address information

Sharing device location is optional. If you grant permission, we may collect approximate or precise foreground locations to autocomplete addresses, identify a city, display distance to nearby Helpers, and support local search. Ayudame does not use background location.

You may decline location permission and manually enter an address or search for a place. Addresses entered for a profile or booking may be geocoded, stored, and shared with the matched user as reasonably necessary to provide the requested service. A selected city and coordinates may be cached on your device and saved to your profile when you are logged in.

2.6 Payment, payout, and identity information

Payments and payouts are processed through Stripe and Stripe Connect. Stripe may collect and authenticate payment card information, bank account information, legal name, date of birth, address, taxpayer or government identification information, identity documents, and other information required for payment, payout, fraud prevention, and financial or legal compliance. Stripe's process does not verify a Helper's professional experience, licenses, credentials, insurance, or Service quality.

Ayudame does not store raw payment card numbers in systems directly controlled by Ayudame. We receive and store transaction amounts, currency, status, refunds, tips, fees, payout status, Stripe references, and limited account status information needed to operate the Platform.

2.7 Device, permission, and technical information

We and our service providers may collect internet protocol address, device type, operating system, app version, language, time zone, push notification token, sign in events, security events, and technical logs needed to operate, secure, troubleshoot, and improve the Platform. The app may request access to the camera, photo library, foreground location, and notifications when a feature requires that permission.

Ayudame does not currently use optional analytics, advertising cookies, or other advertising tracking technologies on its website. The mobile application does not currently use a dedicated advertising analytics or advertising

software development kit. If these practices change, we will update our disclosures and obtain any consent required by law before the change applies.

3. How we collect information

- Directly from you when you create an account, complete a profile, request or provide services, communicate, upload content, submit a review, or contact support.
- Automatically from your device and your use of the Platform.
- From another user when that person books with you, communicates with you, reviews you, or submits information about a transaction or dispute.
- From service providers such as Stripe, Supabase, Google, Apple, Expo, Firebase, Photon by Komoot, and Resend.
- From Platform activity, such as completed Bookings, category specific ratings, reviews, badges, account status changes, and transaction history.

4. How we use information

We use personal information for the following business and operational purposes:

- Create, authenticate, maintain, and secure accounts.
- Display Helper accounts and Service Profiles, support search and matching, show self reported designations and credentials, and calculate distance.
- Facilitate bookings, messages, payments, payouts, tips, reviews, refunds, cancellations, and disputes.
- Associate completed Bookings, ratings, reviews, and badges with the applicable Service Profile and, if offered, calculate a separately identified overall Helper rating.
- Send accounts, booking, messages, payment, payout, safety, dispute, support, and policy communications.
- Provide support, investigate complaints, detect fraud, protect users, and enforce Platform rules.
- Maintain records, comply with law, respond to lawful requests, and establish or defend legal claims.
- Analyze performance, troubleshoot, improve functionality, and develop new features.
- Create aggregated or deidentified information for platform analysis, service improvement, and reporting, provided that the information cannot reasonably be used to identify an individual.

5. Automated Platform actions

The Platform may automatically change a booking or account status based on elapsed time and recorded activity. Examples include automatically rejecting an unanswered ASAP request after one hour, rejecting a scheduled request that remains unaccepted one hour before the scheduled service, escalating an unresolved dispute after the period shown in the app, or completing an eligible booking and releasing payout after the applicable waiting period when no dispute is opened.

These actions are used to administer transactions. They are not intended to make decisions that produce legal or similarly significant effects based solely on sensitive personal information. You may contact us if you believe an automated status change was incorrect.

6. How we share information

6.1 With other users

We share account and Service Profile information with other users as needed to operate the marketplace. This may include profile photographs, service descriptions, self reported Local Helper or Experienced Helper designations, years of experience, rates, availability, optional credential images, gallery content, completed Booking indicators, category specific ratings, reviews, badges, and any separately identified overall Helper rating. After a Booking is accepted, we may share additional contact and service location information needed to coordinate and complete

the Service. Dispute information may be shared with the other party when reasonably necessary for notice and response.

6.2 With service providers

We use service providers to operate the Platform. They process information under their own terms and our arrangements with them:

Term	Meaning
Supabase	Backend services, databases, authentication, file storage, and Platform infrastructure.
Stripe	Payments, saved payment methods, refunds, payouts, fraud prevention, identity checks required for financial services, and financial compliance. These checks do not verify professional qualifications or Service quality.
Resend	Transactional and account related email delivery.
Expo and EAS	Application builds, updates, distribution support, and push notification relay.
Firebase Cloud Messaging	Push notification delivery to supported devices.
Google Maps SDK	Map display, place and location functions, address support, and distance related features.
Photon by Komoot	Address and place search. Search text may be sent to Photon as you type.
Google and Apple	Optional account authentication and mobile platform services.

6.3 Legal, safety, and business reasons

We may disclose information when reasonably necessary to comply with law or legal process, respond to authorized government requests, protect rights or safety, investigate fraud or misuse, collect amounts owed, enforce agreements, or establish and defend legal claims. We may also transfer information in connection with financing, reorganization, merger, sale, or transfer of all or part of the business, subject to appropriate protections.

7. Public information and user content

Profile photographs, Helper accounts, Service Profiles, service descriptions, self reported designations, optional credential images, gallery content, ratings, reviews, badges, and certain other profile details may be visible to other users or the public. Do not post sensitive information that you do not want others to see. Before uploading a professional document, remove personal information that is not necessary for public display. Ayudame may remove or restrict content that violates Platform rules or law.

8. Your choices

- Account information. You may review and update available profile fields through the app. Some fields, such as a required profile photograph and required Helper address, must remain complete while the relevant account is active.
- Location. You may decline or revoke device location permission through device settings. You can enter an address or search manually instead.
- Notifications. You may manage push notifications through the app or device settings. Essential service messages may still be sent by email or through the app.
- Optional fields. You may choose whether to provide optional profile and demographic information, including ethnicity.
- Deactivation. You may deactivate an account where the feature is available. Deactivation hides the profile and listings but does not delete retained information.

- Deletion. You may request permanent account deletion as described in Section 9.

9. Account deletion and retention

9.1 How to request deletion

You may request deletion in the app by selecting Profile, Account Settings, and Delete Account. You may also submit a request through https://ayudameapp.com/account-deletion or email contact@ayudameapp.com.

After an authenticated request, the account is scheduled for deletion in 30 days. Before the request is cancelled, the app will warn you that logging in during this period will cancel the deletion request. If you confirm and log in, the account remains active. We will send confirmation when deletion is completed.

9.2 What is deleted and what is retained

Within 30 days after an uncancelled deletion request, Ayudame will delete or irreversibly anonymize account profile data, contact information, addresses, photographs, location information, chat content, and push notification tokens, except information that must be retained for the purposes described below.

- Public reviews may be retained to preserve the reliability of marketplace history, but the author will be identified as "Deleted User" and the review will no longer link to the deleted profile.
- Payment, payout, fee, refund, and transaction records may be retained for seven years from the transaction date for accounting, tax, fraud prevention, and legal compliance.
- Dispute records and supporting evidence may be retained for seven years from closure of the dispute to administer claims and establish or defend legal rights.
- Information may be retained longer when reasonably necessary to comply with a legal hold, court order, regulatory requirement, safety obligation, or active legal claim.
- Residual copies may remain in protected backups for a limited period and will be isolated from ordinary use until deleted under the backup cycle.

10. U.S. state privacy rights

Depending on your state and subject to applicable exceptions, you may have the right to request access to personal information, correction, deletion, or a portable copy. You may also have rights to opt out of the sale of personal information, targeted advertising, or certain profiling, and to limit certain uses of sensitive personal information.

Ayudame does not currently sell personal information, use personal information for targeted advertising, or use personal information to make decisions that produce legal or similarly significant effects through qualifying profiling. If these practices change, Ayudame will provide required notices and choices before the change applies.

To submit a request, email contact@ayudameapp.com or use the account deletion page. We may verify your identity before completing a request. You may use an authorized agent where allowed by law. If we deny a request, you may appeal by replying to our decision and stating that you wish to appeal. Ayudame will not discriminate against you for exercising a privacy right.

11. Security

Ayudame uses administrative, technical, and physical safeguards designed to protect personal information. These may include access controls, authentication, encrypted transmission, provider security controls, logging, and incident response procedures. No system is completely secure, and Ayudame cannot guarantee that unauthorized access, loss, or misuse will never occur.

12. Children's privacy

The Platform is intended only for individuals who are at least 18 years old. Ayudame does not knowingly permit children under 18 to create accounts. If you believe a child provided personal information, contact us so we can review and take appropriate action.

13. United States operations

The Platform is offered for use in the United States. Information may be processed in the United States and in other locations where our service providers operate. Those locations may have different data protection laws from your state or country.

14. Changes to this Policy

We may update this Policy as the Platform, law, or our practices change. We will post the revised Policy and update the effective date. If a change materially affects your rights, we will provide additional notice through the app, email, or another appropriate method before the change takes effect when required by law.

15. Contact us

Questions, privacy requests, and account deletion requests may be sent to:

Ayudame, LLC
Email: contact@ayudameapp.com
Website: https://ayudameapp.com
Account deletion: https://ayudameapp.com/account-deletion