

Privacy Policy

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Introduction

This Privacy Policy explains how Amendo along with its affiliates (referred to as “we”, “our”, “us” and “Amendo”) collect, hold, process, transfer and use your personal data and what corresponding rights you have in relation to the processing of personal data. For the purpose of this Privacy Policy, Amendo means the particular entity providing Services for you on the date you receive this Privacy Policy. Amendo Singapore Pte. Ltd. (“Amendo”) knows that protecting the privacy and confidentiality of your personal information is important. We shall therefore only use your name and other information that relates to you in the manner set out in this Privacy Policy. We will only collect information where it is necessary for us to do so and if it is relevant to our dealings with you. We will only keep your information for as long as we are either required to by law or as is relevant for the purposes for which it was collected. This Privacy Policy concerns the following personal data that we collect about you when you use or access our web applications, mobile applications (jointly referred to as “Applications”) and our website at <https://www.go-amendo.com>.

Collection, use and disclosure of personal information by Amendo is governed by the Personal Data Protection Act 2012 (the “Act”). This Privacy Policy explains what personal information is collected from users of Amendo and how it is used. It also explains how you can ask questions, make suggestions, and complain about our privacy practices.

We operate Applications and websites to act as a platform to connect users of our platform to handymen, including individuals using other modes of tools, and to help facilitate such handymen to provide on-demand handyman services and purchasing services (“Services”). Our Applications and Services are primarily designed for adults. We will not knowingly collect any personal data from minors (i.e. persons who have not attained the age of 18 years, or the equivalent minimum age for full legal capacity in the relevant jurisdiction) unless such data has been provided with prior consent from a relevant person (i.e. a person who has parental responsibility for the minor). In the event that you as the relevant person disclose such personal data of a minor under your parental responsibility to us, you hereby consent to the collection and processing of such minor’s personal data and accept and agree to be bound by this Privacy Policy. If we are informed of any collection of personal data from a minor without the consent of a person with parental responsibility for such minor, we will delete such personal data.

This Privacy Policy applies to personal information (see below for a definition) collected by Amendo. Be aware that Amendo may contain links to other websites provided and maintained exclusively by third parties not subject to this Privacy Policy. Please review the privacy policies on any external websites to determine their information handling practices. Amendo will not be liable under any circumstances for any damages whatsoever, direct or indirect, resulting from any use of Amendo or any other third party website linked to Amendo, whether or not we are advised of the possibility of such damages. This Privacy Policy is available to the public in electronic form via web applications, mobile applications (jointly referred to as “Applications”) and our website at <https://www.go-amendo.com>. If you have any additional concerns or questions, we encourage you to contact us and we will address your concerns to the best of our ability. Please read this Privacy Policy carefully and check back periodically as we update it from time to time. By submitting your personal information to Amendo and by visiting Amendo, you signify your agreement to the terms and conditions of this Privacy Policy.

Amendo reminds you: Before using any of Amendo’s services, please be sure to read and thoroughly understand this statement. If you have any questions about the content of this statement, you may consult Amendo’s customer service. If you do not agree with this statement or any of its contents during reading this statement, you should immediately stop using Amendo’s services. If you use Amendo’s services, your use will be deemed as acceptance of the entire content of this statement.

If you have any comments, suggestions or complaints, you may contact us (and our Data Protection Officer) by email at privacy@go-amendo.com. For your convenience, you can click “[How We Collect and Use Your Personal Information](#)” to directly access this section and understand the scope of the use of your personal information.

Definitions

Amendo: Refers to the home service of “Amendo” (including but not limited to the website, mobile app) which is registered and operated by Amendo.

Statement of Rights

I. Ownership

Unless otherwise stated by Amendo, all products, technologies, software, programs, data, and other information (including but not limited to text, images, pictures, photos, audio, video, graphics, colors, layout design, electronic documents) within Amendo are owned by Amendo. No one is allowed to use (including but not limited to monitoring, copying, transmitting,

displaying, mirroring, uploading, or downloading any content within Amendo through any robot, spider, or other programs or devices) without Amendo's permission.

Amendo's logo, "Amendo" text, graphics, and their combinations, as well as Amendo's other marks, signs, product, and service names, are trademarks of Amendo and its affiliates in Singapore and other countries. No one is allowed to display, use, or handle them in any way without Amendo's written authorization, nor to indicate to others that you have the right to display, use, or handle them.

II. Limitation of Liability

Given that the services provided by Amendo fall under the nature of an electronic bulletin board (BBS), all information related to technicians on Amendo (including but not limited to the technician's name, location, contact information, personal descriptions and explanations, related images, etc.) is provided and uploaded by the technicians themselves. The technicians are responsible for the legal liabilities associated with all the information they provide and upload.

III. Intellectual Property Protection

Amendo respects intellectual property rights and opposes infringement and piracy. If an intellectual property rights holder believes that content on Amendo (including but not limited to product information posted by Amendo users) may infringe their legitimate rights, they can contact Amendo customer service or relevant contacts to submit a written notice. Amendo will promptly address the issue upon receipt of such notice.

Privacy Policy

Amendo (hereinafter referred to as "we") highly values the protection of users' personal information. When you use the services provided by Amendo, we will collect, use, and share your personal information in accordance with this Privacy Policy. This Privacy Policy includes the terms for the collection, storage, use, sharing, and protection of your personal information. We hope to clearly introduce how we handle your personal information through this Privacy Policy, and therefore we recommend you read it in its entirety to understand how to protect your privacy. If you have any questions about this Privacy Policy, you can contact us through the contact information published by Amendo. If you do not agree with any part of this Privacy Policy, you should immediately stop using Amendo's services. When you use any of the services provided by Amendo, you agree to our lawful use and protection of your personal information as described in this Privacy Policy.

I. Scope of Application

Providing users with a better service experience is Amendo's relentless pursuit. We also hope that the services we provide can make your life more convenient. This Privacy Policy applies to all services provided by Amendo. It applies to your access to Amendo and/or your login to related clients to use the services provided by Amendo.

II. How We Collect Information

We collect information to provide you with a good service experience. We collect information in the following ways:

1. Information You Provide to Us:

(1) When you register for an Amendo account, you need to provide your mobile phone number as the account login name.

(2) When you need Amendo to provide on-site services, to ensure that the technician can arrive on time and accurately, you need to provide your last name, gender, phone number, and service address (province, city, house number), so that the technician can contact you.

(3) Any other text, photo, or video information you submit while using Amendo products/services may also contain or be associated with your personal information. We will strictly protect the personal information involved in the above information.

2. Information Collected During Your Use of Services.

(1) We will collect your device information, including device model, device identifier iOS (IDFA, IDFV), Android (IMEI, MAC address), mobile application list, and sensor information to obtain screen resolution information for interface adaptation display, avoid abnormal logins from other devices, and ensure the security of your account and the stable operation of the system. In addition, if you are not logged in, we use your device information to push corresponding information displays.

(2) To provide location-based services and facilitate online ordering to complete on-site services at your requested location, we will collect your location information (based on WIFI, GPS).

3. Situations Where We Collect and Use Your Personal Information Through System Permissions

To ensure the normal realization of related business functions, we need to call the corresponding necessary permissions based on the specific usage scenarios and ask for your consent before doing so. Rest assured, the Amendo app will not enable these permissions by default, and it will only collect your information through these permissions if you actively confirm enabling them. It is worth mentioning that obtaining a specific permission does not necessarily mean the Amendo app will collect your related information. If you choose not to enable permissions, you may not be able to use specific functions related to the permission, but it will not affect your use of other services provided by the Amendo app.

The specific permissions are as follows:

(1) Location Permission: Allows the app to access both approximate and precise location information. Obtaining precise location information requires your separate authorization. It is used to confirm whether the service is available in your city and to display the actual service types available to you, avoiding invalid orders. Specifically, when you first open the app, we will proactively ask for your location permission to quickly and conveniently display the services available in your city. You can refuse and manually set the service city to view the corresponding city service types.

(2) Camera Permission: Allows the app to take photos, used when you publish services/initiate complaints/initiate refunds to describe the situation more accurately through pictures. If you refuse permission, you may not be able to take photos to publish services/initiate complaints/initiate refunds, but it will not affect your use of basic services such as browsing.

(3) Album Permission: Allows the app to select photos and videos from the album, used when you publish services/initiate complaints/initiate refunds to describe the situation more accurately through pictures. If you refuse permission, you may not be able to upload photos and videos to publish services/initiate complaints/initiate refunds, but it will not affect your use of basic services such as browsing.

(4) Access Media Files Location: Allows the app to save in-app pictures to the phone, used when you want to save pictures in the app to share with friends. If you refuse permission, you may not be able to directly save pictures, but you can still save them through screenshots.

(5) Recording Permission: Allows the app to use the microphone to input and record audio, used when you publish services to describe your needs more conveniently through voice. If you refuse permission, you may not be able to use the “long press to record” function, but it will not affect your normal publication of service needs.

(6) Call Permission: Allows the app to initiate the dialing keyboard to make calls, used when you need to actively contact the technician to discuss issues encountered during the service process. If you refuse permission, you may not be able to directly click to make a call in the app, but it will not affect your use of basic services such as browsing.

(7) Data Storage Permission: Allows the app to read/write internal files on the phone or external storage cards to upload pictures, save pictures, and files. If you refuse permission, you may not be able to directly save pictures, but you can still save them through screenshots.

(8) Wireless Data Permission: Allows the app to use wireless data permissions to obtain information that needs to be displayed through data requests in the app, including the types of services available on the platform and user-published orders. If you refuse permission, you may only be able to view locally cached information.

(9) Clipboard Permission: Allows reading and writing to the clipboard when you share or receive shared information, participate in activities, etc. We need

to access your clipboard locally to read the password, sharing code, link, etc., to achieve functions or services such as jumping, sharing, and activity linkage. We will only upload the clipboard content to our server if we locally identify it as related to jumping, sharing, or activity linkage commands. We will not upload any other information from your clipboard to our server. Additionally, we may need to read your phone album to share or receive shared videos and pictures. When you share activity passwords and links, we will collect your avatar, nickname, and call your clipboard function to determine if there is related password code information. We will use this information on the server for verification and feedback of the content or binding of related rights you need. We will not store any other information from your clipboard. [Authorized Login] When you use a third-party account to log in, we will write and read the necessary information to the clipboard for the purpose of achieving login-related purposes only. This information is not collected for any other use.

4. To provide you with a more complete service experience or to jointly provide you with services, or for the purpose of preventing internet fraud, Amendo's affiliates and partners will share your personal information with Amendo in accordance with legal regulations, agreements with you, or after obtaining your consent.

III. How We Use Information

Since we collect your information to provide you with services and improve service quality, we will use your information for the following purposes:

1. To provide you with various services and to maintain and improve these services.
2. We may use your personal information to prevent, detect, and investigate fraud, security threats, illegal activities, or violations of our agreements, policies, or rules to protect you, other users, and the legitimate rights and interests of us or our affiliates.
3. Other purposes with your permission.

IV. How We Use Cookies and Similar Technologies

To ensure you have a smoother and easier experience, we may use small data files called "Cookies" to identify you when you use the app and related services, helping you reduce the number of times you need to enter information. Cookies typically contain identifiers, site names, and some numbers and characters. With the help of Cookies, websites can store data generated during your use of the app.

We will not use Cookies for any purpose other than those stated in this policy. The Cookies that store your data are unique, and most web browsers have functions to block Cookies, which can only be read by the web server in the domain that issued the Cookie to you. You can manage or delete Cookies according to your preferences and can clear all Cookies stored on your device at any time. However, this may affect your experience of Amendo's web services or functions based on Cookies.

V. How We Share Information

We have an obligation to keep your information confidential and will not sell or rent any of your information to third parties for their marketing purposes. We will only share your information with third parties in the following situations:

1. With your prior consent or authorization.
2. According to the requirements of laws and regulations or administrative or judicial authorities.
3. Sharing your personal information with Amendo's affiliates.
4. Providing your personal information to trusted partners who process this information for us according to our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.
5. If you are a qualified intellectual property complainant and have filed a complaint, upon the request of the complained party, we will disclose your information to the complained party to handle potential rights disputes.
6. If you violate relevant laws and regulations of Singapore or Amendo's related agreements or rules, disclosure to third parties is necessary.
7. In disclosing or transferring your personal information to third parties and our affiliates located overseas, Amendo take steps to ensure that the receiving jurisdiction has in place a standard of protection accorded to personal information that is comparable to the protection under or up to the standard of the PDPA.
8. To protect the legitimate rights and interests of Amendo, its affiliates, or users.

VI. How We Use Cookies and Similar Technologies

To provide you with a more convenient access experience, we may use small data structures to store your identity and session information when you use Amendo's mini-program or app and use this information during your subsequent visits. This allows you to enjoy the services provided by the platform more quickly and securely.

During your use of Amendo's mini-program or app, we may collect behavioral data, which is unrelated to your privacy and is aimed at helping us improve our product and provide you with better services.

An internet cookie is a small piece of information that a website stores on your internet browser. We use cookies to better understand how you use our website or Applications and to improve your experience. For example, a cookie may recall a set of preferences you have set for our website or Applications. Storing cookies on your web browser allows us to present you with custom web pages and other content that are tuned with your preferences. These activities are invisible to you, and are generally intended to improve your internet surfing convenience. Unless you have set your preferences so that you will be alerted when a cookie is being stored on your computer, you won't know about it. If you are concerned about cookies, it is possible to turn them off in your web browser preferences. However, please be aware that by disabling cookies, you may not

be able to use all portions of our website or Applications and may not have the optimal experience.

VII. Amendo's Right

1. You acknowledge and agree that Amendo has the right to disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities or the relevant right owners, if Amendo has reasonable grounds to believe that disclosure of your personal information is necessary for the purpose of meeting any obligations, requirements or arrangements, whether voluntary or mandatory, as a result of cooperating with an order, an investigation and/or a request of any nature by such parties. To the extent permissible by applicable law, you agree not to take any action and/or waive your rights to take any action against Amendo for the disclosure of your personal information in these circumstances.

VIII. How We Share, Transfer, and Disclose Your Personal Information

1. Sharing

We will not provide, sell, rent, share, or trade your personal information to any unrelated third parties unless we have obtained your prior permission or such third parties and Amendo (including Amendo's affiliates) jointly provide services to you, and such access will be prohibited after the service is completed.

We also do not permit any third parties to collect, edit, sell, or disseminate your personal information by any means. If any Amendo platform user engages in such activities, upon discovery, Amendo has the right to immediately terminate the service agreement with that user.

To achieve service user purposes, Amendo may share information with Amendo partners with your consent to send you information about their products and services.

For map navigation and other location-based services, our products embed partner SDKs or similar applications, such as Amap SDK, which requires you to enable device location permissions and collects location-related information, device identifiers, and network information.

2. Transfer

We will not transfer your personal information to any companies, organizations, or individuals except in the following cases:

(1) With your explicit consent: After obtaining your explicit consent, we will transfer your personal information to other parties;

(2) According to applicable laws and regulations, legal procedures, or mandatory administrative or judicial requirements;

(3) In the event of mergers, acquisitions, asset transfers, or similar transactions involving personal information transfers, we will require the new company or organization holding your personal information to continue to be bound by this privacy policy. Otherwise, we will require that company or organization to seek your authorization and consent again.

3. Public Disclosure

We will not publicly disclose your personal information except in specific circumstances, such as displaying desensitized nicknames and phone numbers of lottery winners. If public disclosure is necessary, we will inform you of the purpose, type of personal information disclosed, and the types of sensitive information involved. We will obtain your explicit consent and implement industry-standard security measures before publicly disclosing your personal information.

IX. Security of Your Personal Information

1. To ensure the security of your information, we take various reasonable physical, electronic, and administrative security measures to protect your information from being disclosed, damaged, or lost. These measures include but are not limited to SSL, information encryption storage, and access control to data centers. We also strictly manage employees or outsourced personnel who may have access to your information, including implementing different levels of permission control based on their roles, signing confidentiality agreements with them, and monitoring their operations. Amendo will provide appropriate security measures according to the existing technology to protect your information and offer reasonable security assurance, making every effort to prevent your information from being disclosed, damaged, or lost.

When using Amendo services for online transactions, you may inevitably need to disclose your personal information to the transaction counterparty or potential transaction counterparty, such as contact details or home address. Please protect your personal information properly and only provide it to others when necessary. If you find that your personal information, especially your account and password, has been leaked, please contact Amendo customer service immediately so that we can take corresponding measures.

2. Do-Not-Call Privacy Statement

Notice to customers relating to the Do Not Call Provisions (DNC) under Part IX of the Act:

At Amendo, we take our responsibility to protect the information you provide us very seriously.

From time to time, Amendo and our partners may call or SMS our customers to inform them about our latest products or promotional offers.

The DNC Provisions introduce certain changes in the way we may contact you via telephone for promotional and marketing calls and messages. If you have previously consented to receiving such calls and messages, you will continue to

be updated on our promotions and marketing campaigns. However, if you no longer wish to continue to receive marketing calls or messages, you may withdraw your consent by going to the appropriate page at Applications or contacting us at the e-mail address below. To the extent that any of the communication means which you have provided Amendo with is/will be listed on the DNC Registry, by agreeing to this Policy, or by any means of indication, you hereby grant Amendo your clear and unambiguous consent to contact you using all of your communication means you have provided to Amendo.

For all other customers, we will only contact you via the telephone for marketing and promotional messages/calls after ascertaining that you have not registered with the national DNC Registry administered by the Personal Data Protection Commission of Singapore. However, as we may rely on the one-month validity period of our search-results, you may inadvertently still receive marketing or promotional messages/calls. If you have received a telemarketing call from someone representing Amendo although you have registered with the DNC Registry or withdrawn your consent, please inform us at privacy@go-amendo.com.

X. Protection of Children

Children under 18 are not eligible to use Amendo unsupervised. If you are under 18, be sure to obtain your parent or guardian's permission before you send any personal information to us, or anyone else, over the Internet. We encourage parents to get involved with their children's online usage and to be aware of the activities in which they are participating.

XI. Your Rights

According to relevant laws, regulations, and standards in Singapore, as well as common practices in other countries and regions, we guarantee that you can exercise the following rights regarding your personal information:

1. Access, Correct, and Delete Your Personal Information

You have the right to access, correct, and delete your personal information, except for cases stipulated by laws and regulations.

(1) To access or modify your phone number, go to "My → Settings → Change Phone Number."

(2) To access, modify, or delete your surname, gender, contact phone number, and address, go to "My → My Address."

2. Change the Scope of Your Authorization or Withdraw Authorization

You can change the scope of your authorization for us to continue collecting your personal information or withdraw your authorization through the phone system's "Settings - Notification Switch." You can also withdraw your authorization by canceling your account. Please understand that each business function requires some basic personal information to be completed. When you withdraw consent or authorization, we cannot continue to provide you with the services corresponding to the withdrawal of consent or authorization, and we

will no longer process your corresponding personal information. However, your decision to withdraw consent or authorization will not affect the processing of personal information based on your previous authorization.

3. Cancel Your Account

If you need to cancel your account, you can initiate the process by going to “My → Settings → Cancel Account” in the Amendo Technician Edition App. Conditions for cancellation include: no pending settlement funds, all orders completed, no ongoing refund/dispute records or risks. After successful cancellation, all account information retained on the Amendo platform will be completely cleared and cannot be recovered. Canceling your Amendo account does not exempt or reduce the responsibilities and obligations of the account prior to cancellation.

4. Obtain a Copy of Your Personal Information

You have the right to obtain a copy of your personal information. If you need a copy of the personal information we have collected about you, you can contact customer service through “My → Contact Customer Service.” The customer service agent will verify your personal information, confirm your identity through name and phone number, and provide a copy of your personal information through the app online customer service. We will provide a copy of your personal information according to your request, under the condition that it is technically feasible and in accordance with relevant laws and regulations.

5. Restrict Automated Decision-Making

In some business functions, we may make decisions solely based on non-manual automated decision-making mechanisms such as information systems and algorithms. If these decisions significantly affect your legitimate rights, you have the right to request an explanation from us, and we will provide appropriate remedies.

6. Responding to Your Requests

For any doubts, suggestions, opinions, or complaints, you can submit them through “My → My Customer Service.” To ensure security, we will process your requests after necessary identity verification, and respond within 15 working days or the period specified by laws and regulations. For reasonable requests, we do not charge fees in principle.

XII. Changes to This Policy

Amendo shall regularly review the sufficiency of this Privacy Policy. We reserve the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on <https://www.go-amendo.com>.

You can view this policy in the app under “My → Settings → Service Agreement → Privacy Policy.” We encourage you to review our privacy policy each time you use the app.

If you wish to withdraw your consent to our use of your personal information, request access and/or correction of your personal information, have any

queries, comments or concerns, or require any help on technical or cookie-related matters, please feel free to contact us (and our Data Protection Officer) at privacy@go-amendo.com.