

LAUNDRY NEEDS LLC
PRIVACY POLICY

Updated as of March 16, 2020

Welcome to the web site or mobile application (as the case may be) (collectively, the “**Platform**”) of Laundry Needs LLC (including its subsidiaries, affiliates, agents, and service providers, collectively, “**Laundry Needs**”, “we”, “us” and/or “our”). This Platform is operated by Laundry Needs and has been created to provide information about our company and to be an online marketplace that enables users (“**Customers**”) to obtain laundry and dry cleaning services from independent operators (“**Service Providers**”) and delivered by independent delivery persons (“**Drivers**”) (together with the Platform, the “**Services**”). This Privacy Policy sets forth how Laundry Needs collects, uses, processes, and discloses information, including personal data (“**Personal Data**”) and other information, in conjunction with your access to and use of the Platform and the Services.

INFORMATION WE COLLECT

PERSONAL DATA

When you interact with us through the Services, we may collect Personal Data and other information from you, as further described below:

Personal Data That You Provide Through the Services: We collect Personal Data from you (including, but not limited to, your name, email address, email content and location) when you voluntarily provide such information by registering as a Service Provider, Driver or a Customer for access to the Services. Wherever on the Platform Laundry Needs collects Personal Data from you, we make an effort to provide a link to this Privacy Policy.

We collect this Personal Data for the purposes of providing the Services to you, as well as providing customer service, conducting research and improving the Services. For more details on why we collect your Personal Data and how we use it, please see the section below entitled “Our Use of Personal Data and Other Information.” While you are under no obligation to provide any Personal Data, should you choose to withhold such information, we may not be able to provide you with some or all of the Services.

By voluntarily providing us with Personal Data, you are consenting to our use of it in accordance with this Privacy Policy. If you provide Personal Data to the Services, you acknowledge and agree that such Personal Data may be transferred from your current location to the offices and servers of Laundry Needs and the authorized third parties referred to herein.

Personal Data Obtained from Third Parties: We may collect Personal Data concerning you from third parties when you register for access to the Services as a Customer, Driver or a Service Provider. **By voluntarily applying for and using the Services, you are consenting to our use collection of this Personal Data both initially and on an ongoing basis and our use of it in accordance with this Privacy**

Policy. You further acknowledge and agree that such Personal Data may be transferred from the applicable third party's location to the offices and servers of Laundry Needs and the authorized third parties referred to herein.

OTHER INFORMATION

Non-Personal Data: When you interact with Laundry Needs through the Services, we automatically receive and store certain non-identifiable personal information. Such information, which is collected passively using various technologies, cannot presently be used to specifically identify you. Examples of this non-identifiable personal information include the type of internet browser or mobile device you use, any website from which you have come to the Services, your operating system, location data (which is anonymous and where you log in through the Platform you will be asked if you consent to the Services accessing your location, which can be updated at any time in your device settings) ("**Non-Personal Data**"). Laundry Needs may store such Non-Personal Data itself or such information may be included in databases owned and maintained by Laundry Needs affiliates, agents or service providers. The Services may use such Non-Personal Data to assist us in providing effective Services and to collect broad demographic information for aggregate use.

Aggregated Data: In an ongoing effort to better understand and serve the users of the Services, Laundry Needs often conducts research on its customer demographics, interests and behavior based on the Personal Data, Non-Personal Data, and other information provided to us. This research may be compiled and analyzed on a de-identified, aggregate basis, and Laundry Needs may share this aggregate data with its affiliates, agents, and business partners. This aggregate information does not identify you personally. Laundry Needs may also disclose aggregated user statistics in order to describe our services to current and prospective business partners, and to other third parties for other lawful purposes.

Location Information: When you use the Services as a potential Service Provider, Driver or a Customer, the Services may request that you provide your residential address. We may also use your location information in an aggregate way, as described above in the "Aggregated Data" section.

Email Integrations: The Services may collect Personal Data relating to third parties stored in your email and mobile device address books, including, without limitation, names, email content, email addresses, and phone numbers (collectively, "**Third-Party Personal Data**"). The Services may request your permission to access such Third-Party Personal Data. To take advantage of this feature, we will ask you to log into or grant us permission via the relevant email service. When you add an email service account to the Services or log into the Services using your email service account, we will collect relevant information necessary to enable the Services to access that email service and your data contained within that email service. As part of such integration, the email service will provide us with access to certain content and information that you have provided to the email service, including, without limitation, Third-Party Personal Data, and we will use, store, and disclose such information in accordance with this Privacy Policy. However, please remember that the manner in which email services use, store, and disclose your data is governed by the policies of such third parties, and Laundry

Needs shall have no liability or responsibility for the privacy practices or other actions of any email services that may be enabled within the Services.

Please visit the privacy policy of the relevant email service to find out more information about your rights and choices with respect to them.

Mobile Services: The Services include certain services that are available via mobile devices, including (i) the ability to upload content to the Services via a mobile device, (ii) the ability to browse the Platform and Services from a mobile device, and (iii) the ability to access certain features through an application downloaded and installed on a mobile device (collectively, the “**Mobile Services**”). To the extent you access the Services through a mobile device, your wireless service carrier’s standard charges, data rates, and other fees may apply. In addition, downloading, installing, or using certain Mobile Services may be prohibited or restricted by your carrier, and not all Mobile Services may work with all carriers or devices.

By using the Mobile Services, you agree that we may communicate with you regarding Laundry Needs by SMS, MMS, text message, or other electronic means to your mobile device and that certain information about your usage of the Mobile Services may be communicated to us. In the event you change or deactivate your mobile telephone number, you agree to promptly update your Laundry Needs account (your “**Account**”) information to ensure that your messages are not sent to the person that acquires your old number.

We may at all times rely upon the mobile telephone number, other contact information and other information contained in your Laundry Needs Account.

OUR USE OF PERSONAL DATA AND OTHER INFORMATION

We will hold and use the following details about you:

- your name, address, phone numbers, email address(es), date of birth, employment, and financial details;
- demographic and lifestyle information;
- information we receive when making a decision about you;
- details of your use of the Services;
- details of when you contact us and when we contact you;
- any other information that we reasonably need to operate your Account, make decisions about you or fulfil our regulatory obligations.

We may keep details of any phone number(s) that you call us from and use them to contact you.

References to personal information include all of the information above whether obtained from you, from a fraud prevention service, from the internet or from any other source.

We will hold your data on our systems as follows (the applicable specified period, the “**Minimum Holding Period**”):*

- If you participated in the Service as a Customer, Driver or a Service Provider – at least 7 years from conclusion
- All other scenarios - at least 3 months from last interaction

* If you have opted into marketing then we will hold your contact details (email address, telephone number, name and address) for at least 3 years from the time you last interacted with us. You may opt out of marketing at any time by clicking unsubscribe from any marketing communication you have received from us.

Information we share: We will keep your personal information confidential and only share it with others for the purposes explained in this policy. We have trusted relationships with carefully selected third parties who perform services on our behalf. All service providers to whom we provide your personal information are bound by contract to maintain the security of your personal information and to use it only as permitted by us.

We may share information about you as follows:

Reasons we can share your personal information	Does Laundry Needs share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your Account(s), respond to court orders and legal investigations.	Yes	No
For our marketing purposes - to offer our products and services to you.	Yes	Yes
For joint marketing with other companies	No	We don't share

How we use your information:

- search fraud prevention agencies' records (including information from overseas);
- assess your participant in the Services as a Service Provider, Driver or a Customer, and to check the details that you have let us and others have;
- operate and manage your account and manage any application, agreement or correspondence you may have with us;
- identify, prevent, detect or tackle fraud, money laundering, terrorism and other crimes;
- form a view of you as an individual and to identify, develop or improve products, that may be of interest to you;
- carry out market research, business and statistical analysis;
- provide information to independent external bodies such as governmental departments and agencies, universities and similar to carry out research;
- carry out audits;
- perform other administrative and operational purposes including the testing of systems;
- trace your whereabouts;
- recover any debt you owe us;

- comply with our regulatory obligations. carry out, monitor and analyze our business; and
- contact you by email, SMS, letter or telephone about our products and services, unless you opt out of marketing as provided elsewhere in this Privacy Policy.

Your data may also be used for other purposes for which you give your permission, or where we are permitted to do so by law, or it is in the public interest to disclose the information or is otherwise permitted under applicable law.

Laundry Needs may also use your Personal Data and other Non-Personal Data collected through the Services to help us in providing the Services, processing transactions, fulfilling requests for information, receiving and sending communications, updating marketing lists, analyzing data, providing support services, or other tasks from time to time. If you use the Services as a Customer, your information is shared with your Service Provider or prospective Service Provider. If you use the Services as a Service Provider or a Driver, your information is shared with your Customer or prospective Customer. Laundry Needs shall have no liability or responsibility for the privacy practices or other actions of other applicable third parties relating to your use of the Services. Please visit the privacy policy of such persons to find out more information about your rights and choices with respect to them.

Laundry Needs may, unless you opt out of marketing, use your Personal Data to contact you in the future to tell you about services we believe will be of interest to you, where permitted by applicable law. If we do so, each marketing communication we send you will contain instructions permitting you to “opt-out” of receiving future marketing communications. In addition, if at any time you wish not to receive any future marketing communications or you wish to have your name deleted from our mailing lists, please contact us as indicated below. Please note, however, that your name and other information cannot be deleted as long as you have an active account with Laundry Needs or otherwise during your applicable Minimum Holding Period.

We may also use your Personal Data and Third-Party Personal Data to send communications relating to the Services, in accordance with applicable laws. For example, we may send periodic emails to registered users of the Services relating to their recent interactions with the Services. Also, if you use any feature of the Services permitting you to communicate with third parties (such as to refer a roommate to the Services), either by submitting Third-Party Personal Data to the Services or otherwise permitting the Services to automatically access Third-Party Personal Data in your possession, you acknowledge and agree that you have the authority of the relevant third party for us to access and use the relevant Third-Party Personal Data and that you have notified these third parties and informed them how their information is collected and used by Laundry Needs to provide the Services. We reserve the right to identify you as the person who has made the referral in any messages that are sent to them. We may use Third-Party Personal Data to (1) contact such third party using the Third-Party Personal Data provided, and/or (2) provide you with an editable template message designed to facilitate communication between you and such third party through the Services. In addition to sending the foregoing communications, we may also send reminders or related messages to you and to third parties on your behalf from time to

time where permitted by applicable law. In each case, any such communications sent to third parties using Third-Party Personal Data will provide a means to “opt-out” of receiving further communication of the same nature.

If Laundry Needs intends on using any Personal Data in any manner or for any purpose that is not consistent with this Privacy Policy, we will provide advance notice to you and obtain your prior informed consent as required by applicable law.

OUR DISCLOSURE OF PERSONAL DATA AND OTHER INFORMATION

Laundry Needs is not in the business of selling your information. We consider this information to be a vital part of our relationship with you. There are, however, certain circumstances in which we may share your Personal Data with certain third parties without further notice to you, as set forth below:

Business Transfers: As we develop our business, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, dissolution or similar event, Personal Data may be part of the transferred assets.

Agents, Consultants and Related Third Parties: Laundry Needs, like many businesses, sometimes hires other companies to perform certain business-related functions. Examples of such functions include mailing information and maintaining databases. When we employ another entity to perform a function of this nature, we only provide them with the information that they need to perform their specific function and require them to only use the information for the purposes for which it was collected.

Profiles and other Public Information.

The Platform lets you publish information, including personal information, that is visible to the general public. For example:

- Parts of your public profile page are publicly visible to others.
- After providing laundry services, Customers, Drivers and Service Providers may write reviews and rate each other. Reviews and ratings become public and may also appear elsewhere on the Platform.

We may display parts of the Platform on sites operated by our business partners. If your listing is displayed on a partner’s site, information from your public profile page may also be displayed.

Information you share publicly on the Platform may be indexed through third party search engines. We do not control the practices of third-party search engines, and they may use caches containing your outdated information.

Compliance with Law, Responding to Legal Requests, Preventing Harm and Protection of our Rights: Laundry Needs may disclose your Personal Data if required to do so by law or in the good-faith belief that such action is necessary to (i) comply with a legal obligation, (ii) to comply with a valid legal request or to respond to claims asserted against Laundry Needs, (iii) to respond to a valid legal request relating to a criminal investigation or alleged or suspected illegal activity or any other activity that may expose us, you, or any other of our users to legal liability (iv) protect and defend

the rights or property of Laundry Needs, (v) act in urgent circumstances to protect the personal safety of users of the Services or the public, or (vi) protect against legal liability. For example, if permitted due to the forgoing circumstances, Service Provider and Driver tax information may be shared with tax authorities or other governmental agencies.

COOKIES

When you interact with the Services, we try to make that experience simple and meaningful. When you visit our Platform, our web server sends a cookie to your computer or mobile device (as the case may be). Cookies are small pieces of information which are issued to your computer or mobile device (as the case may be) when you visit a website or access or use a mobile application, and which store and sometimes track information about your use of the Platform (as the case may be). A number of cookies we use last only for the duration of your web or application session and expire when you close your browser or exit the application. Other cookies are used to remember you when you return to the Platform and will last for longer.

Some of the cookies used by the Platform are sent by us, and some may be set by third parties who are delivering services on our behalf.

Most web and mobile device browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is sent. You can also learn more about cookies by visiting www.allaboutcookies.org, which includes additional useful information on cookies and how to block cookies using different types of browsers or mobile devices. Please note, however, that by blocking or deleting cookies used on the Platform, you may not be able to take full advantage of the Services.

The Platform uses cookies, and similar technologies to cookies, to collect information about your access and use of the Platform. Some information on the types of cookies we use and how we use them is set out below:

- **Essential:** These cookies allow you to navigate and use all the features provided by our Platform.
- **Functional:** These cookies customize elements of the promotional layout and/or content of the pages of the Platform and remember that you have visited us before. This means we can identify the number of unique visitors we receive. This allows us to make sure we have enough capacity for the number of users that we get. These cookies also allow us to remember you, your preferences and information you have submitted to us in order to provide you with a customized experience.
- **Performance and Analytics:** These cookies allow us to collect information about how you use the Platform. They collect anonymous statistical information about how you use the Platform (including how long you spend on the Platform) and where you have come to the Platform from, so that we can improve the Platform and learn which functions of the Platform are most popular with users. This information does not

include Personal Data, although we might be able to associate such information with user Accounts once we receive it from the third party.

- **Advertising and Targeting:** These cookies collect information about the pages you visit online. They gather information about the pages that you visit or the functions of the Platform you use, and also other information about other websites that you visit, so as to place you in a “market segment”. This information is only collected by reference to the IP address or unique device identifier that you are using (the applicable cookie identifier) and also can include information about the county or province and city or town you are in, together with the name of your internet service provider. This information is then used to place interest-based advertisements on the Platform, which it is believed will be relevant to your market segment. This may result in you seeing advertisements for our Platform when you visit other websites. We use third parties, for example, Google Analytics, to analyze statistical information from users of the Platform and provide you with interest-based advertisements.

YOUR CHOICE

As mentioned throughout this Privacy Policy, you can visit the Platform without providing any Personal Data. If you choose not to provide any Personal Data, you may not be able to use certain Services.

This Privacy Policy does not apply to any Personal Data collected by Laundry Needs other than Personal Data collected through the Services. This Privacy Policy does not apply to any unsolicited information you provide to Laundry Needs through the Services or through any other means. This includes, but is not limited to, information posted to any public areas of the Services, such as forums or comment sections, any customer support communications, any ideas for new products or modifications to existing products, and other unsolicited submissions (collectively, “**Unsolicited Information**”). You agree that any Unsolicited Information becomes the intellectual property of Laundry Needs to the fullest extent permitted by applicable law and agree to assign any and all residual rights or interests that you may have in such Unsolicited Information to Laundry Needs. All Unsolicited Information shall be deemed to be non-confidential and Laundry Needs shall be free to reproduce, use, disclose, and distribute such Unsolicited Information to others without limitation or attribution to the extent permitted by applicable law.

CHILDREN

Laundry Needs does not knowingly collect Personal Data from children under the age of 18. If you are under the age of 18, please do not use the Services and/or submit any Personal Data through the Services. We encourage parents and legal guardians to monitor their children’s Internet usage and to help enforce our Privacy Policy by instructing their children never to provide Personal Data on the Services without their permission. If you have reason to believe that a child under the age of 18 has provided Personal Data to Laundry Needs through the Services, please contact us at support@LaundryNeeds.com, and we will endeavor to delete that information from our databases.

LINKS TO OTHER WEBSITES

This Privacy Policy applies only to the Services. The Services may contain links to other web sites not operated or controlled by Laundry Needs (“**Third-Party Sites**”). The policies and procedures we described here do not apply to the Third-Party Sites. The links from the Services do not imply that Laundry Needs endorses or has reviewed the Third-Party Sites. We suggest contacting those sites directly for information on their respective privacy policies.

SECURITY

Laundry Needs takes reasonable steps to protect the Personal Data provided via the Services from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. However, no Internet or email transmission is ever fully secure or error free. In particular, email sent to or from the Services may not be secure. Therefore, you should take special care in deciding what information you send to us via email. Please also keep this in mind when disclosing any Personal Data to Laundry Needs via the Internet.

OTHER TERMS AND CONDITIONS

Your access to and use of the Services is subject to the Terms of Service at www.LaundryNeeds.com and such other terms, which may be made available to you in connection with your use of the Services.

CHANGES TO OUR PRIVACY POLICY

The Services and our business may change from time to time. As a result, at times it may be necessary for Laundry Needs to make changes to this Privacy Policy. Laundry Needs reserves the right to update or modify this Privacy Policy at any time and from time to time. Any material changes will be preceded by a notice posted on the relevant Service(s). If you disagree with our revisions to the Privacy Policy, you may be able to deactivate your Account or discontinue the use of our Services, except that any existing agreement between you and Laundry Needs must continue for its full term. Please review this policy periodically, and especially before you provide any Personal Data. This Privacy Policy was last updated on the date indicated above. Your continued use of the Services after any changes or revisions to this Privacy Policy shall indicate your agreement with the terms of such revised Privacy Policy.

ACCESS TO INFORMATION AND CONTACTING US

To keep your Personal Data accurate, current, and complete, please contact us as specified below. You may request in writing copies of your Personal Data held by us. You have the right to ask us to correct inaccurate or incomplete information about you (and that you cannot update yourself within your Account). Please understand, however, that it may be impossible to remove information completely, including due to backups and records of deletions.

Please also feel free to contact us if you have any questions about Laundry Needs’ Privacy Policy or the information practices of the Services.

You may contact us as follows: support@LaundryNeeds.com