

PRIVACY POLICY

TheGerman LLC

****Effective Date:**** August 02, 2026

****Last Updated:**** August 24, 2026

TheGerman LLC ("TheGerman.biz," "Company," "we," "us," or "our") respects the privacy of our customers, prospective customers, website visitors, and others who interact with our business.

This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information in connection with our handyman, home improvement, repair, maintenance, and related services, as well as through our website, online forms, scheduling systems, communications, and other business activities.

By using our website, requesting an estimate, scheduling service, communicating with us, or otherwise providing personal information to us, you acknowledge the practices described in this Privacy Policy.

1. INFORMATION WE MAY COLLECT

We collect information that is reasonably necessary to operate our business, communicate with customers, prepare estimates, perform services, process payments, maintain business records, and improve our services.

A. Contact Information

We may collect information such as:

- * Name
- * Home or service address
- * Mailing address
- * Email address
- * Telephone number
- * Preferred method of communication

B. Service and Project Information

When you request or receive services from us, we may collect information such as:

- * Description of the requested work
- * Property or project information
- * Measurements and dimensions
- * Photographs or videos of the work area
- * Information about fixtures, appliances, equipment, or building components
- * Access instructions provided by the customer

- * Appointment and scheduling information
- * Estimates, quotes, contracts, change orders, work orders, and invoices
- * Communications concerning the project
- * Warranty and service history

Photographs or videos may include portions of your home or property when reasonably necessary to document existing conditions, prepare an estimate, perform work, document completed work, address warranty issues, or maintain project records.

C. Payment and Transaction Information

We may collect information concerning:

- * Amounts charged or paid
- * Payment status
- * Invoice information
- * Transaction dates
- * Deposits and refunds

Payment card or bank information may be collected and processed directly by third-party payment processors. We generally do not store complete credit or debit card numbers ourselves.

D. Website and Technical Information

When you visit our website, certain information may be collected automatically, including:

- * Internet Protocol (IP) address
- * Browser type
- * Device type
- * Operating system
- * Pages viewed
- * Date and time of visits
- * Referring website
- * Website interactions
- * Cookie and similar technology information

This information may be collected by our website platform or other service providers.

2. HOW WE COLLECT INFORMATION

We may obtain personal information:

- * Directly from you
- * Through our website or contact forms
- * When you request an estimate or service
- * During telephone, email, text message, or in-person communications
- * Through our scheduling and customer management systems
- * When we perform work at your property

- * Through payment processors
- * Through service providers that assist us in operating our business
- * From information you voluntarily provide through third-party platforms

3. HOW WE USE PERSONAL INFORMATION

We may use personal information to:

- * Respond to inquiries
- * Schedule appointments
- * Conduct site visits
- * Prepare estimates and proposals
- * Enter into service agreements
- * Perform requested services
- * Purchase or coordinate materials
- * Communicate regarding appointments and projects
- * Send appointment confirmations and reminders
- * Prepare and process invoices
- * Process payments and refunds
- * Administer warranties
- * Respond to warranty or service requests
- * Maintain customer and project records
- * Document property conditions before, during, and after work
- * Resolve disputes or customer concerns
- * Maintain accounting, tax, insurance, and business records
- * Prevent fraud or misuse of our services
- * Protect our customers, business, property, and legal rights
- * Comply with applicable laws, regulations, court orders, or governmental requirements
- * Improve our website, customer experience, and services

We seek to collect and use only information that is reasonably relevant to these purposes.

4. CUSTOMER COMMUNICATIONS

When you provide a telephone number or email address, we may use that information to communicate with you regarding:

- * Estimate requests
- * Appointments
- * Scheduling changes
- * Arrival notifications
- * Project questions
- * Estimates and approvals
- * Invoices and payments
- * Warranty matters
- * Follow-up communications
- * Other matters related to services you requested

Depending on the communication method selected, these messages may be delivered through email, telephone, SMS/text message, or a third-party customer management platform.

Consent to receive promotional or marketing communications is not a condition of purchasing our services.

You may request that we discontinue non-essential marketing communications at any time. Transactional communications necessary to perform or administer an existing service may continue as appropriate.

Standard message and data rates imposed by your mobile carrier may apply to text messages.

5. COOKIES AND WEBSITE TECHNOLOGIES

Our website and website service providers may use cookies, pixels, analytics tools, and similar technologies.

These technologies may be used to:

- * Operate website functions
- * Remember user preferences
- * Measure website traffic
- * Understand how visitors use the website
- * Identify technical problems
- * Improve website performance
- * Protect against fraud or abuse

Your browser may allow you to block or delete cookies. Disabling certain cookies may affect website functionality.

Where required by applicable law, we will provide appropriate choices concerning optional cookies or tracking technologies.

6. HOW WE DISCLOSE INFORMATION

We do not sell customer personal information for money.

We may disclose personal information when reasonably necessary to operate our business or provide requested services.

Recipients may include:

Service Providers

Companies that provide services on our behalf, including:

- * Website hosting and website management providers

- * Customer relationship management systems
- * Scheduling and field-service software providers
- * Email and text communication providers
- * Payment processors
- * Accounting and bookkeeping providers
- * Cloud storage providers
- * IT and cybersecurity providers
- * Analytics providers

These providers may process information only as necessary to provide services to us and subject to their applicable terms and privacy practices.

Suppliers and Subcontractors

Where appropriate for a particular project, limited information may be provided to suppliers, specialty contractors, subcontractors, or other service providers when reasonably necessary to obtain materials, coordinate work, or complete a customer-authorized project.

Professional Advisers

Information may be shared with accountants, attorneys, insurance providers, claims administrators, consultants, or other professional advisers when reasonably necessary.

Legal and Safety Requirements

We may disclose information when we reasonably believe disclosure is necessary to:

- * Comply with applicable law
- * Respond to a subpoena, court order, or governmental request
- * Protect our legal rights
- * Investigate suspected fraud
- * Protect the safety or property of customers, the Company, or others
- * Make, defend, or administer an insurance claim
- * Enforce our contracts or policies

Business Transfers

If the Company is sold, reorganized, merged, or otherwise transferred, customer records may be included among the transferred business assets, subject to applicable law.

7. THIRD-PARTY SERVICE PROVIDERS

Our business may use third-party platforms to operate our website and manage customer relationships.

These may include services such as:

****Wix**** for website hosting, website forms, analytics, and related website functionality.

**** Jobber**** or similar field-service management software for estimates, scheduling, customer communications, job management, invoices, payments, and customer records.

Payment processors and other technology providers may also process information on our behalf.

These companies maintain their own privacy and security practices. Information submitted directly to a third-party platform may also be governed by that provider's privacy policy and terms of service.

8. PAYMENT SECURITY

Payments may be processed through third-party payment service providers.

We do not intend to independently store complete credit or debit card numbers when payment processing is handled through such providers.

Customers should not send complete payment card information through unsecured email or text messages.

9. PHOTOGRAPHS AND PROJECT DOCUMENTATION

We may photograph or record portions of a customer's property for legitimate business purposes, including:

- * Preparing an estimate
- * Documenting pre-existing conditions
- * Recording concealed or inaccessible conditions
- * Documenting work in progress
- * Recording completed work
- * Supporting warranty records
- * Supporting insurance claims
- * Resolving disputes

Project photographs maintained as customer records will be handled in accordance with this Privacy Policy.

Marketing Use of Customer Property

We will not intentionally publish photographs that clearly identify a customer, reveal sensitive personal information, or prominently display a residential street address without appropriate permission.

When project photographs are used for portfolio, website, social media, advertising, or other promotional purposes, we will seek to avoid displaying personally identifying information.

Where circumstances reasonably warrant it, we may request the customer's permission before using identifiable property photographs for promotional purposes.

10. DATA RETENTION

We retain personal information for as long as reasonably necessary to:

- * Complete requested services
- * Maintain project histories
- * Administer warranties
- * Maintain accounting and tax records
- * Maintain insurance records
- * Resolve disputes
- * Establish or defend legal claims
- * Meet contractual obligations
- * Comply with applicable laws and regulations

Different categories of information may be retained for different periods.

Information that is no longer reasonably required may be deleted, destroyed, or de-identified, subject to our legal, accounting, insurance, contractual, and legitimate business recordkeeping obligations.

11. DATA SECURITY

We use reasonable administrative, technical, and physical safeguards appropriate to the nature of the information we maintain.

These measures may include:

- * Password-protected systems
- * Access controls
- * Reputable third-party software providers
- * Secure payment processing services
- * Appropriate business record controls
- * Software and device security measures

No website, electronic transmission, storage system, or security method can be guaranteed to be completely secure. Accordingly, we cannot guarantee absolute security of personal information.

12. YOUR PRIVACY CHOICES AND RIGHTS

Depending on applicable law and the circumstances, you may have rights concerning your personal information.

You may contact us to request that we:

- * Confirm whether we maintain personal information about you
- * Provide access to certain personal information
- * Correct inaccurate personal information
- * Delete certain personal information
- * Provide a copy of certain personal information
- * Stop certain marketing communications
- * Address questions concerning how your information is used

Certain information may need to be retained despite a deletion request when necessary for legal, contractual, accounting, tax, warranty, insurance, fraud-prevention, dispute-resolution, or other legitimate business purposes.

We may need to verify your identity before processing a privacy request.

Rights provided by a particular privacy law apply only when that law applies to the Company, the consumer, and the processing involved.

13. NEW JERSEY PRIVACY RIGHTS

New Jersey residents may have additional rights under the New Jersey Data Privacy Act and other applicable New Jersey laws when those laws apply.

Such rights may include the right to:

- * Confirm whether personal data is being processed
- * Access personal data
- * Correct inaccuracies
- * Request deletion of personal data
- * Obtain certain personal data in portable form
- * Opt out of qualifying sales of personal data
- * Opt out of qualifying targeted advertising
- * Opt out of certain qualifying profiling activities

TheGerman.biz does not sell customer personal information for money.

If our practices change in a manner that requires additional notices, consent, or opt-out mechanisms under applicable law, we will implement those requirements as appropriate.

14. PRIVACY REQUESTS

Privacy questions or requests may be submitted using the contact information below.

TheGerman LLC

Email: contact@thegerman.biz
Telephone: 848 385 6215
Mailing Address: 781 Mountain Ave, Bound Brook, NJ 08805

Please include sufficient information for us to identify the relevant customer record and understand your request.

We may request reasonable verification of identity before disclosing, modifying, or deleting personal information.

If applicable law provides a right to appeal our decision concerning a privacy request, you may submit an appeal using the same contact information and identify the communication as a ***"Privacy Request Appeal."***

15. CHILDREN'S PRIVACY

Our services are intended for property owners, tenants, property managers, and other adults seeking home improvement, repair, or maintenance services.

Our website and services are not directed toward children under 13, and we do not knowingly solicit personal information from children under 13.

If we learn that personal information from a child under 13 has been collected without appropriate authorization, we will take reasonable steps to delete it.

16. THIRD-PARTY LINKS

Our website may contain links to third-party websites or services.

We are not responsible for the privacy, security, content, or business practices of third-party websites. Customers should review the privacy policies of any third-party websites they visit.

17. DO NOT SEND SENSITIVE INFORMATION UNLESS REQUESTED

Customers should not submit Social Security numbers, government identification numbers, medical information, complete financial account credentials, passwords, or other highly sensitive information through ordinary website forms, email, or text messages unless specifically requested through an appropriate secure method.

We generally do not need such information to provide handyman or home improvement services.

18. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy periodically to reflect:

- * Changes in our business practices
- * Changes in technology
- * Changes in service providers
- * Changes in applicable laws or regulations

The current version will be posted on our website with the applicable “Last Updated” date.

Material changes will be communicated in a manner appropriate to the nature of the change and as required by applicable law.

Continued use of our website or services after an updated Privacy Policy becomes effective will be subject to the updated policy to the extent permitted by law.

19. CONTACT US

Questions, concerns, or requests concerning this Privacy Policy or our handling of personal information may be directed to:

TheGerman LLC

Email: contact@thegerman.biz

Telephone: 848 385 6215

Mailing Address: 781 Mountain Ave, Bound Brook, NJ 08805

WEBSITE FOOTER RECOMMENDATION

A link labeled ***“Privacy Policy”*** should be placed in the footer of TheGerman.biz and remain accessible from all principal pages of the website.

Where appropriate, website forms may include the following statement:

“By submitting this form, you agree that TheGerman.biz may use the information you provide to respond to your request and communicate with you regarding estimates, scheduling, and services. Please review our Privacy Policy in the Documents page or additional information.”