

## DURABLE PROJECTS LLC

### PRIVACY POLICY OF YOUFIXEDIT.AI PLATFORM

Please read this privacy policy carefully as it contains important information on who we are and our information practices, meaning how and why we collect, use, disclose, sell, share, store, and retain your personal information. It also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint or request.

**Notice & Disclaimer Regarding AI Generated Content:** The YouFixedItAI assistant uses AI technology to process user inputs and provide general guidance. All interactions with the AI may be transmitted to and processed by OpenAI's API. We have configured our API usage settings to disable model training using your data. However, you should avoid entering sensitive personal information into the chat interface. Durable Projects LLC makes no representations or warranties regarding the accuracy, completeness, or reliability of any AI-generated content, and disclaims all liability for decisions made based on such content. Use of the AI assistant is at your own risk.

**Notice to EEA Data Subjects:** We collect, use, and are responsible for certain personal information about you. When we offer goods and services to individuals in the European Economic Area (EEA), we are subject to the EU General Data Protection Regulation (EU GDPR), which applies across the entire European Union. We are responsible as a "controller" of that personal information for the purposes of the GDPR.

**WE DO NOT TARGET USERS IN THE EEA AND SERVE USERS PRIMARILY LOCATED WITHIN THE UNITED STATES OF AMERICA. THEREFORE, WE ONLY PROCESS DATA OF USERS WITHIN THE EEA INCIDENTALLY.**

**Notice to California Consumers:** We are not currently subject to the California Consumer Privacy Act of 2018 (CCPA), as amended by the California Privacy Rights Act of 2020 (CPRA).

1. **Key Terms.** It would be helpful to start by explaining some key terms used in this policy:

We, us, our	Durable Projects LLC
Our representative	Durable Projects LLC c/o Colin Matthes E-Mail: <a href="mailto:info@youfixedit.ai">info@youfixedit.ai</a>
Personal information	Any information relating to an identified or identifiable individual
Special category personal information	Personal information revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, or trade union membership; genetic and biometric data; and

	data concerning health, sex life or sexual orientation.
Sensitive Personal Information	Personal information revealing a consumer's social security number, driver's license and passport numbers, account numbers and credentials, precise geolocation, racial or ethnic origin, religious beliefs, or union membership, personal information concerning a consumer's health, sex life, or sexual orientation, contents of a consumer's mail, email and text messages where the business is not the intended recipient, genetic data, biometric information, or citizenship and immigration status

**2. Personal Information We Collect About You.** We may collect and use the following personal information, including sensitive personal information, that identifies, relates to, describes, is reasonable capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household:

Categories of Personal Information	Specific Types of Personal Information Collected
Identifiers (e.g., a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers)	<ul style="list-style-type: none"> <li>• First and Last Name</li> <li>• Internet Protocol Address</li> <li>• Email Address</li> <li>• Postal Address</li> <li>• Phone Number</li> </ul>
Information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, their name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information	<ul style="list-style-type: none"> <li>• First and Last Name</li> <li>• Internet Protocol Address</li> <li>• Email Address</li> <li>• Postal Address</li> <li>• Phone Number</li> <li>• Gender</li> <li>• Credit Card Information (stored and processed by <a href="#">thrivecart</a>)</li> </ul>

Account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account	<ul style="list-style-type: none"> <li>• Credit Card Information (stored and processed by <a href="#">thrivecart</a>)</li> <li>• Login information (username and password) for the YouFixedItAI platform.</li> </ul>
Characteristics of protected classifications under California or federal law	<ul style="list-style-type: none"> <li>• Gender</li> <li>• Personal Pronouns</li> </ul>
Commercial information (e.g., records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies)	<ul style="list-style-type: none"> <li>• Purchase History from YouFixedItAI platform</li> <li>• Shopping Cart History from YouFixedItAI platform</li> </ul>
Internet or other electronic network activity information (e.g., browsing history, search history, and information regarding a consumer's interaction with an internet website, application, or advertisement)	<ul style="list-style-type: none"> <li>• Information regarding your interaction with the YouFixedItAI platform\website.</li> </ul>
Geolocation data	<ul style="list-style-type: none"> <li>• Location based on Internet Protocol Address</li> </ul>
Inferences or content derived from user-provided inputs, including information reflecting user preferences, problem descriptions, or interaction patterns	<ul style="list-style-type: none"> <li>• Chat transcripts and conversation history submitted by you when interacting with the YouFixedItAI assistant</li> <li>• Your descriptions of home repair issues, questions, or personal anecdotes (which may include unintentionally shared sensitive data)</li> <li>• Metadata such as timestamp of interaction, session ID, or AI response behavior</li> <li>• AI-generated summaries or suggestions derived from user conversations (if stored)</li> </ul>

If you do not provide personal information required to provide products and/or services to you, it may delay or prevent us from providing products and/or to you.

**3. How Your Personal Information is Collected.** We collect personal information from the following categories of sources:

- You, directly in person, by telephone, text, or email and/or via our website.
- Third party with your consent (e.g., your bank)
- Internet service providers
- Operating systems and platforms
- Cookies on our website
- Website beacons and pixel technology
- Tracking technologies from Google Analytics

You may opt out of certain tracking technologies by adjusting your browser settings or using opt-out tools provided by Google [here](#).

**4. How and Why We Use Your Personal Information.** We only use your personal information if we have a proper reason for doing so, for example:

- To comply with our legal and regulatory obligations
- For the performance of our contract with you or to take steps at your request before entering into a contract
- For our legitimate interests or those of a third party –or–
- Where you have given consent
- The YouFixedItAI assistant uses automated processing to generate home repair suggestions. These suggestions are intended for informational purposes only and do not constitute binding decisions, legal advice, or expert-certified repair instructions.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

The table below explains what we use (process) your personal information for and our reasons for doing so:

<b>What we use your personal information for</b>	<b>Our reasons</b>
To provide products and/or services to you	For the performance of our contract with you or to take steps at your request before entering into a contract
Ensuring business policies are adhered to, e.g., policies covering security and internet use	For our legitimate interests or those of a third party, i.e., to make sure we are following our own internal procedures so we can deliver the best service to you
Operational reasons, such as improving efficiency, training, and quality control	For our legitimate interests or those of a third party, i.e., to be as efficient as we can so we can deliver the best service for you at the best price

<p>Ensuring the confidentiality of commercially sensitive information</p>	<p>For our legitimate interests or those of a third party, i.e., to protect trade secrets and other commercially valuable information</p> <p>To comply with our legal and regulatory obligations</p>
<p>Statistical analysis to help us manage our business, e.g., in relation to our financial performance, customer base, product range or other efficiency measures</p>	<p>For our legitimate interests or those of a third party, i.e., to be as efficient as we can so we can deliver the service to you</p>
<p>Preventing unauthorized access and modifications to systems</p>	<p>For our legitimate interests or those of a third party, i.e., to prevent and detect criminal activity that could be damaging for us and for you</p> <p>To comply with our legal and regulatory obligations</p>
<p>Updating and enhancing customer records</p>	<p>For the performance of our contract with you or to take steps at your request before entering into a contract</p> <p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g., making sure that we can keep in touch with our customers about existing orders and new products</p>
<p>Ensuring safe working practices, staff administration and assessments</p>	<p>To comply with our legal and regulatory obligations</p> <p>For our legitimate interests or those of a third party, e.g., to make sure we are following our own internal procedures and working efficiently so we can deliver the best service to you</p>
<p>Marketing our services and those of selected third parties to:</p> <ul style="list-style-type: none"> <li>• Existing and former customers</li> <li>• Third parties who have previously expressed an interest in our services</li> <li>• Third parties with whom we have had no previous dealings</li> </ul>	<p>For our legitimate interests or those of a third party, i.e., to promote our business to existing and former customers</p>

For EEA Data Subjects: The above table does not apply to special category personal information, which we will only process with your explicit consent.

- 5. EEA Data Subjects: Promotional Communications.** We may use your personal information to send you updates (by email, text message, telephone, or postal mail) about our products and/or services, including exclusive offers, promotions or new products and/or services.

We have a legitimate interest in processing your personal information for promotional purposes (see above “How and why we use your personal information”). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

You have the right to opt-out of receiving promotional communications at any time by:

- Using the “unsubscribe” link in emails or “STOP” number in texts or
- Updating your marketing preferences within our platform\your account

We may ask you to confirm or update your marketing preferences if you instruct us to provide further products and/or services in the future, or if there are changes in the law, regulation, or the structure of our business.

- 6. Who We Share Your Personal Information With.** We routinely share personal information with:

- Our affiliates.
- Service providers we use to help deliver our products and/or services to you, such as but not limited to:
  - Supabase
  - VS Code
  - ThriveCart
  - Vercel
  - GitHub
  - Google Analytics
  - OpenAI API (the YouFixedItAI platform is built utilizing the ChatGPT API from OpenAI and is subject to their [privacy policy](#). YouFixedItAI has configured its API settings so information you share with the platform should not be used to train OpenAI’s AI models).
- Other third parties we use to help us run our business, such as marketing agencies or website hosts
- Third parties approved by you, including social media sites you choose to link your account to or third-party payment providers
- Our insurers and brokers
- Our bank

We only allow our service providers to handle your personal information if we are satisfied they take appropriate measures to protect your personal information. We may also share personal information with external auditors, e.g., in relation to ISO accreditation and the audit of our accounts.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We may also need to share some personal information with other parties, such as potential buyers of some or all of our business or during a re-structuring. We will typically anonymize information, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

**7. Categories of Personal Information We Disclosed for a Business Purpose.** In the preceding 12 months, we have disclosed the following categories of personal information for a business purpose:

- Identifiers (e.g., a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, or other similar identifiers)
- Information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, their name, signature, physical characteristics or description, address, telephone number, credit card number, debit card number, or any other financial information.
- Characteristics of protected classifications under California or federal law
- Commercial information (e.g., records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies)
- Internet or other electronic network activity information (e.g., browsing history, search history, and information regarding a consumer’s interaction with an internet website, application, or advertisement)
- Geolocation data

**8. How Long Your Personal Information Will Be Kept.** We will keep your personal information while you have an account with us or while we are providing products and/or services to you. Thereafter, we will keep your personal information for as long as is necessary:

- To respond to any questions, complaints or claims made by you or on your behalf
- To show that we treated you fairly –or–
- To keep records required by law or our internal corporate policies.

**9. EEA Data Subjects: Your Rights Under the EU GDPR.**

Right to Be Informed	The right to know or be notified about the collection and use of your personal information
Right to Access	The right to be provided with a copy of your personal information (the right of access)
Right to Rectification	The right to require us to correct any mistakes in your personal information
Right to be Forgotten	The right to require us to delete your personal information—in certain situations
Right to Restriction of Processing	The right to require us to restrict processing of your personal information—in certain circumstances, e.g., if you contest the accuracy of the data
Right to Data Portability	The right to receive the personal information you provided to us, in a structured, commonly used, and machine-readable format and/or

	transmit that data to a third party—in certain situations
Right to Object	<p>The right to object:</p> <ul style="list-style-type: none"> <li>• At any time to your personal information being processed for direct marketing (including profiling)</li> <li>• In certain other situations to our continued processing of your personal information, e.g., processing carried out for our legitimate interests</li> </ul>
Right Not to be Subject to Automated Individual Decision-Making	The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you

For further information on each of those rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner's Office (ICO) on individual rights under the EU General Data Protection Regulation.

**10. How to Exercise Your Rights.** If you would like to exercise any of your rights as described in this Privacy Policy, you can do so via the website and your personal profile. You may also e-mail us at: [info@youfixedit.ai](mailto:info@youfixedit.ai).

- If you choose to contact us directly by website or e-mail, you will need to provide us with:
  - Enough information to identify you (e.g., your full name and address)
  - Proof of your identity and address (e.g., a copy of your driving license or passport and a recent utility or credit card bill) –and–
  - A description of what right you want to exercise and the information to which your request relates
- We are not obligated to make a data access or data portability disclosure if we cannot verify that the person making the request is the person about whom we collected information or is someone authorized to act on such person's behalf.
- Any personal information we collect from you to verify your identity in connection with you request will be used solely for the purposes of verification.

**11. EEA Data Subjects: Where Your Personal Information is Held.** Information may be held at our offices, third-party agencies, service providers, representatives and agents as described above (see above: “Who We Share Your Personal Information with”).

Some of these third parties may be based outside the EEA. For more information, including on how we safeguard your personal information when this occurs, see below: “Transferring Your Personal Information Out of the EEA.”

**12. EEA Data Subjects: Transferring Your Personal Information Out of the EEA.** To deliver services to you, it is sometimes necessary for us to share your personal information outside the EEA, e.g.:

- With our offices outside the EEA
- With your and our service providers located outside the EEA
- If you are based outside the EEA –or–
- Where there is an international dimension to the services we are providing to you

These transfers are subject to special rules under European and UK data protection law.

The following countries to which we may transfer personal information include the United States of America.

The United States of America and other non-EEA countries do not have the same data protection laws as the United Kingdom and EEA. We will, however, attempt to ensure that the transfer complies with data protection law and all personal information will be secure.

If you would like further information, please contact us (see “How To Contact Us” below).

**13. Keeping Your Personal Information Secure.** We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorized way. We limit access to your personal information to those who have a genuine business need to access it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

**14. EEA Data Subjects: How to File a GDPR Complaint.** We hope that we can resolve any query or concern you raise about our use of your information.

The GDPR also gives you right to lodge a complaint with a supervisory authority, in the European Union (or EEA) state where you work, normally live, or where any alleged infringement of data protection laws occurred.

**15. Changes to This Privacy Notice.** This privacy notice was published on November 3, 2025.

We may change this privacy notice from time to time—when we do, we will inform you via our website or other means of contact such as e-mail.

**16. How to Contact Us.** Please contact us by e-mail, at the address listed above, if you have any questions about this privacy policy or the information we hold about you.

**17. Do You Need Extra Help?** If you would like this notice in another format (for example: audio, large print, braille) please contact us (see “How to Contact Us” above).

**18. Notice & Disclaimer Regarding AI Generated Content.** The YouFixedItAI assistant uses AI technology to process user inputs and provide general guidance. All interactions with the AI may be transmitted to and processed by OpenAI’s API. We have configured our API usage settings to disable model training using your data. However, users should avoid entering sensitive personal information into the chat interface. Durable Projects LLC makes no representations or warranties regarding the accuracy, completeness, or reliability of any AI-generated content, and disclaims all liability for decisions made based on such content. Use of the AI assistant is at your own risk.