

Nestimates Privacy Policy

Effective Date: October 3, 2025

Last Updated: May 18, 2026

Nestimates ("Nestimates," "we," "us," or "our") operates the website <https://nestimates.com/> (the "Site") and provides services that connect homeowners ("Homeowners") seeking bids for home improvement projects with licensed contractors ("Contractors") who can provide competitive bids (the "Services").

This Privacy Policy outlines our policies and procedures on the collection, use, and disclosure of your information when you use the Site or Services and informs you about your privacy rights and how the law protects you. By accessing or using the Site or Services, you agree to the collection and use of information in accordance with this Privacy Policy.

We use your personal data to provide and improve the Services. This Privacy Policy applies to users in the United States and Canada. For users in Canada, we comply with applicable federal and provincial privacy laws, such as the Personal Information Protection and Electronic Documents Act (PIPEDA), and you may have similar rights to access, correct, or delete your personal information as described in Section 7.

This Privacy Policy does not apply to information collected by third-party websites or services that may link to or be accessible from our Site, including payment processors or verification providers. We encourage you to review the privacy policies of those third parties. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Nestimates facilitates connections between Homeowners and Contractors only. We are not a party to any contracts between Homeowners and Contractors, do not perform any work, and provide no guarantees regarding workmanship, results, or the accuracy of bids or project details.

1. Interpretation and Definitions

1.1 Interpretation

The words with an initial capital letter have meanings defined under the following conditions. These definitions shall have the same meaning regardless of whether they appear in singular or plural.

1.2 Definitions

For the purposes of this Privacy Policy:

- **Account:** A unique account created for you to access our Services or parts of our Services.
- **Affiliate:** An entity that controls, is controlled by, or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest, or other securities entitled to vote for election of directors or other managing authority.
- **Business:** For the purpose of applicable state privacy laws, refers to Nestimates as the legal entity that collects consumers' personal information and determines the purposes and means of the processing of consumers' personal information, or on behalf of which such information is collected and that alone, or jointly with others, determines the purposes and means of the processing of consumers' personal information.
- **Company:** Refers to Nestimates, a Delaware limited liability company (referred to as either "the Company," "We," "Us," or "Our" in this Privacy Policy).
- **Consumer:** A natural person who is a resident of a state with an applicable comprehensive consumer privacy law.
- **Country:** Refers to the United States (with applicability to users in Canada as noted).
- **Device:** Any device that can access the Services, such as a computer, cellphone, or digital tablet.
- **Do Not Track (DNT):** A concept promoted by US regulatory authorities, in particular the U.S. Federal Trade Commission (FTC), for the Internet industry to develop and implement a mechanism for allowing internet users to control the tracking of their online activities across websites.
- **Personal Data (or "Personal Information"):** Any information that relates to an identified or identifiable individual. For the purposes of applicable state privacy laws, Personal Data means any information that identifies, relates to, describes, or is capable of being associated with, or could reasonably be linked, directly or indirectly, with you.
- **Services:** Refers to the Site and the connection facilitation, bid matching, and related services provided by Nestimates.
- **Service Provider:** Any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the

Company to facilitate the Services, to provide the Services on behalf of the Company, to perform services related to the Services, or to assist the Company in analyzing how the Services are used.

- **Third-party Social Media Service:** Any website or social network website through which a User can log in or create an account to use the Services.
- **Usage Data:** Data collected automatically, either generated by the use of the Services or from the Service infrastructure itself (for example, the duration of a page visit).
- **You:** The individual accessing or using the Services, or the company, or other legal entity on behalf of which such individual is accessing or using the Services, as applicable.

2. Collecting and Using Your Personal Data

2.1 Types of Data Collected

2.1.1 Personal Data

When you register for an account, upload a project as a Homeowner, create a profile as a Contractor, submit or receive bids, make payments, or otherwise interact with our Services, you may provide us with personal information such as:

- Contact information (e.g., name, email address, phone number, mailing address).
- Account credentials (e.g., username, password, stored in encrypted form).
- Demographic information (e.g., age, gender, location).
- Professional details for Contractors (e.g., business name, license numbers, insurance details, work experience, skills, references, availability, certifications).
- Project details for Homeowners (e.g., type of home improvement project, location, timeline, budget range, property details, images, or videos of the project area).
- Payment information (e.g., credit card details, billing address, bank account number) for fees or subscriptions. Note: We use third-party payment processors and do not store full payment card details.
- Sensitive information, if voluntarily provided (e.g., protected classification characteristics such as disabilities where relevant to project accessibility needs).
- Communications (e.g., messages, inquiries, feedback, reviews, ratings).

- Information regarding your location, with your prior permission, to match projects with local Contractors or improve Services.
- Uploaded content: Images, videos, or other media related to projects (e.g., photos of home areas for bids). By uploading such content, you represent that you have all necessary rights and consents, and you waive any claims against us for its use in facilitating bids. We disclaim any liability for inaccuracies, intellectual property issues, or risks associated with such content (e.g., privacy risks from identifiable details in images).

If you register or log in using Third-party Social Media Services (e.g., Google, Facebook, LinkedIn), we may collect Personal Data associated with your Third-party Social Media Service's account, such as your name, email address, activities, or contact list. You may also have the option of sharing additional information with us through your Third-party Social Media Service's account. By providing such information, you grant us permission to use, share, and store it in a manner consistent with this Privacy Policy.

2.1.2 Usage Data

Usage Data is collected automatically when using the Services. Usage Data may include information such as:

- Your Device's Internet Protocol address (e.g., IP address).
- Browser type and version.
- The pages of our Services that you visit.
- The time and date of your visit.
- The time spent on those pages.
- Unique device identifiers and other diagnostic data.

When you access the Services by or through a mobile device, we may collect certain information automatically, including, but not limited to:

- The type of mobile device you use.
- Your mobile device unique ID.
- The IP address of your mobile device.
- Your mobile operating system.
- The type of mobile Internet browser you use.

- Unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our Services or when you access the Services by or through a mobile device.

2.1.3 Information from Third Parties

We may collect information from third-party sources, such as:

- Verification data: For Contractors, information from license verifications, insurance checks, reference checks, or professional history.
- References and reviews: Information provided by references or previous clients/homeowners.
- Aggregated data: Demographic or statistical information from partners or analytics providers.

We may combine automatically collected information with other data we have about you.

2.2 Use of Your Personal Data

We may use Personal Data for the following purposes:

- To provide and maintain our Services, including monitoring usage, registering accounts, verifying Contractors, matching Homeowners with Contractors, facilitating bid submissions, processing payments, and managing connections. Note: We facilitate connections only and receive fees for matches; contracts are directly between Homeowners and Contractors.
- To manage your Account: To manage your registration as a user of the Services. The Personal Data you provide can give you access to different functionalities of the Services available to you as a registered user.
- For the performance of a contract: The development, compliance, and undertaking of any contract with us through the Services.
- To contact you: By email, telephone calls, SMS, or other equivalent forms of electronic communication, such as push notifications regarding updates or informative communications related to functionalities, services, or security updates, when necessary or reasonable for their implementation.
- To provide you with news, exclusive offers, and general information about other goods, services, and events we offer that are similar to those you have already enquired about, unless you have opted not to receive such information.

- To manage your requests: To attend and manage your requests to us.
- For verification and safety: Verify Contractor licenses and qualifications to ensure suitability for projects.
- For analytics and research: Analyze usage trends, measure Service effectiveness, identify usage trends, determine the effectiveness of our promotional campaigns, and develop new features.
- To deliver targeted advertising: We may use your information to develop and display content and advertising (and work with third-party vendors who do so) tailored to your interests and/or location and to measure its effectiveness.
- For business transfers: We may use your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by us about our Service users is among the assets transferred.
- For other purposes: Such as data analysis, identifying usage trends, and evaluating and improving our Services, products, marketing, and your experience.
- For legal and security purposes: Comply with laws, prevent fraud, enforce terms, protect rights/safety, respond to legal requests, detect security incidents, and protect against malicious, deceptive, fraudulent, or illegal activity.

We process sensitive information (e.g., accessibility needs) only with your consent or as necessary for the Services. In aggregated or de-identified form, we may use data for any purpose, such as reporting or marketing, without identifying individuals.

2.3 Retention of Your Personal Data

We retain your information as long as necessary for the purposes described or as required by law (e.g., for tax, accounting, or legal compliance). For example, we may retain account information for the duration of your active use of the Services plus a reasonable period thereafter for backup, archival, or audit purposes. De-identified data may be retained indefinitely. If you request deletion, we will delete your data subject to legal retention requirements. Cookies and similar technologies are retained only for the duration specified in our cookie banner and settings panel (e.g., session cookies expire upon browser closure; analytics cookies expire after up to 13 months)

2.4 Transfer of Your Personal Data

Your information, including Personal Data, is processed at our operating offices and in any other places where the parties involved in the processing are located. This means that this information may be transferred to—and maintained on—computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy, and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place, including the security of your data and other personal information.

2.5 Delete Your Personal Data

You have the right to delete or request that we assist in deleting the Personal Data we have collected about you. You may request deletion via your account or by contacting us. Note that we may not always be able to comply with your request for specific legal reasons, which will be notified to you, if applicable, at the time of your request.

3. How We Share Your Information

We do not sell your personal information. We may share it as follows:

- **With other users on the platform:** Homeowner project details (e.g., location, project description, images/videos) are visible to verified Contractors for bidding. Contractor profiles (e.g., skills, licenses, but not full contact info until matched) are visible to Homeowners. Reviews and ratings may be public. When you share personal information or otherwise interact in public areas with other users, such information may be viewed by all users and may be publicly distributed outside. By uploading images or videos, you acknowledge risks such as unintended disclosure of personal details and waive claims against us for such risks.
- **With Service Providers:** Third-party vendors for payment processing, verification checks, analytics (e.g., Google), hosting, email marketing, or marketing, under confidentiality agreements. These providers process data on our behalf and are obligated to protect it.
- **With Affiliates:** We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.

- **With business partners:** We may share your information with our business partners to offer you certain products, services, or promotions.
- **For business transfers:** In connection with a merger, acquisition, or sale of assets. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.
- **For legal reasons:** To comply with laws, subpoenas, or to protect rights, property, or safety, including responding to law enforcement requests or to detect security incidents and protect against malicious, deceptive, fraudulent, or illegal activity.
- **With your consent:** For any other purpose you approve.
- **Mobile Information and SMS Consent:** We do not share mobile contact information with third parties or affiliates for marketing or promotional purposes. Information may be shared with subcontractors in support services, such as customer service. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We may share aggregated or de-identified data without restriction.

4. Disclosure of Your Personal Data

4.1 Business Transactions

If we participate in a merger, acquisition, or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

4.2 Law Enforcement

Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

4.3 Other Legal Requirements

We may disclose your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation.
- Protect and defend our rights or property.
- Prevent or investigate possible wrongdoing in connection with the Services.

- Protect the personal safety of users of the Services or the public.
- Protect against legal liability.

5. Security of Your Personal Data

The security of your Personal Data is important to us, but no method of transmission over the Internet or method of electronic storage is 100% secure. We implement reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, loss, misuse, or alteration. For example:

- **Encryption in Transit and at Rest:** We use Secure Sockets Layer (SSL)/Transport Layer Security (TLS) protocols for data in transit and encrypt personal data stored in our databases or cloud storage.
- **Access Controls:** We restrict access to personal information to authorized personnel who need it and who are bound by confidentiality obligations.
- **Security Monitoring:** We use firewalls, intrusion detection systems, and regular software updates to address vulnerabilities.

In the event of a data breach affecting your personal information, we will notify you and the appropriate authorities as required by law and take steps to remediate the situation. You are responsible for maintaining the confidentiality of your account credentials.

6. Cookies and Tracking Technologies

We use cookies, pixels, and similar technologies for functionality, analytics, and advertising. Third parties (e.g., Google Analytics) may also use cookies on our Site. We implement best practices, including obtaining consent where required (e.g., via a cookie banner) and providing clear opt-out options. For users in Canada, we comply with PIPEDA and applicable provincial laws, which require explicit opt-in consent for cookies and tracking technologies beyond those strictly necessary.

- **Essential Cookies:** Necessary for the Site and Services to function properly, e.g., to keep you logged in.
- **Analytics Cookies:** To understand how users interact with our platform (e.g., pages visited).
- **Preference Cookies:** To remember your preferences for a personalized experience.
- **Advertising Cookies:** To deliver targeted ads based on your interests.

You can manage cookies through your browser settings. However, disabling cookies may affect functionality. Our Site may use reCAPTCHA, which is subject to Google's Privacy Policy and Terms of Service. For interest-based advertising, you can opt out via tools like the Network Advertising Initiative (<https://www.networkadvertising.org/choices/>) or Digital Advertising Alliance (<https://www.aboutads.info/choices/>). We honor Global Privacy Control (GPC) signals where applicable under state laws.

7. Your Rights and Choices

You have certain rights regarding your personal information:

- **Access and Correction:** Request to view or update your information via your account or by contacting us.
- **Deletion:** Request deletion of your data, subject to legal retention requirements (e.g., for records).
- **Opt-Out:** Unsubscribe from marketing communications via links in emails or account settings. Opt out of cookies as described in Section 6.
- **Do Not Sell/Share:** We do not sell personal information, but if applicable under law, you can opt out of sharing for targeted advertising.
- **Opt-Out of Platform Participation:** Participation is voluntary; you can choose not to use the Services or request account deletion.

To exercise these rights, contact us at privacy@nestimates.com. We may verify your identity before responding. We will comply with all applicable legal requirements regarding response times for such requests. For Canadian users, under PIPEDA, you have similar rights to access, correct, or withdraw consent for the use of your personal information; we will respond to verifiable requests in accordance with applicable laws.

8. Additional Privacy Rights for Residents of Certain US States

This section applies to residents of US states with comprehensive consumer privacy laws effective as of September 2, 2025. These states include:

- California (California Privacy Rights Act - CPRA)
- Virginia (Virginia Consumer Data Protection Act - VCDPA)
- Colorado (Colorado Privacy Act - CPA)
- Connecticut (Connecticut Data Privacy Act - CTDPA)
- Utah (Utah Consumer Privacy Act - UCPA)

- Oregon (Oregon Consumer Privacy Act - OCPA)
- Texas (Texas Data Privacy and Security Act - TDPSA)
- Montana (Montana Consumer Data Privacy Act - MCDPA)
- Delaware (Delaware Personal Data Privacy Act - DPDPA)
- Iowa (Iowa Consumer Data Protection Act - ICDPA)
- New Jersey (New Jersey Data Privacy Act - NJDPA)
- Nebraska (Nebraska Data Privacy Act - NDPA)
- New Hampshire (New Hampshire Privacy Act - NHPA)
- Tennessee (Tennessee Information Protection Act - TIPPA)
- Minnesota (Minnesota Consumer Data Privacy Act - MCDPA)

Additional states may enact laws by the effective date, and we will comply as applicable. These state laws grant residents rights to manage their personal information, though specifics vary. We provide a unified, user-friendly process to exercise these rights where applicable, ensuring compliance with all relevant state requirements.

8.1 Categories of Personal Information Collected

We may collect information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with you or your device. Below are the categories of personal information we may have collected from residents of these states in the last 12 months:

- **Identifiers:** E.g., name, email address, phone number, postal address, IP address, account name, license numbers. **Collected:** Yes.
- **Personal information categories listed in state statutes:** E.g., name, address, telephone number, education, employment history, financial information like bank account or credit card numbers. **Collected:** Yes.
- **Protected characteristics:** E.g., age, gender, disability, only if provided for project needs. **Collected:** Yes.
- **Commercial information:** E.g., records of services purchased or considered, such as project uploads or bids. **Collected:** Yes.
- **Biometric information:** E.g., fingerprints, voiceprints. **Collected:** No.

- **Internet or network activity:** E.g., browsing history, interactions with our Services. **Collected:** Yes.
- **Geolocation data:** E.g., approximate location from IP address or precise location with consent. **Collected:** Yes.
- **Sensory data:** E.g., audio, visual information. **Collected:** Yes (e.g., uploaded videos).
- **Professional or employment-related information:** E.g., job history, licenses, certifications. **Collected:** Yes.
- **Non-public education information:** E.g., student records. **Collected:** No.
- **Inferences:** E.g., preferences or characteristics derived from other data. **Collected:** Yes.
- **Sensitive personal information:** E.g., account login, precise geolocation, health information, only with consent where required. **Collected:** Yes.

Personal information does not include publicly available data from government records, de-identified or aggregated data, or data excluded from state law scopes (e.g., HIPAA-covered health information).

8.2 Sources of Personal Information

We collect personal information from:

- You directly (e.g., forms you fill out, project uploads, profiles, communications).
- Indirectly from you (e.g., observing your activity on our Services).
- Automatically (e.g., via cookies, device information like IP addresses).
- Service Providers (e.g., analytics providers like Google, payment processors like Stripe).
- Third parties (e.g., verification providers, references from clients or homeowners).

8.3 How We Use Your Personal Information

We use or disclose personal information for purposes such as:

- Operating and improving our Services (e.g., matching Homeowners with Contractors, verifying licenses, payment processing).
- Managing your account and fulfilling contracts.

- Communicating with you (e.g., updates, notifications, support).
- Ensuring safety (e.g., Contractor verifications).
- Analytics and research to enhance user experience.
- Delivering targeted advertising (with opt-out options).
- Complying with legal obligations, preventing fraud, or protecting rights and safety.
- Facilitating business transfers (e.g., mergers).

Sensitive personal information (e.g., project accessibility needs) is used only with your consent or as necessary for the Services. See Section 2.2 for details.

8.4 Disclosure of Personal Information

In the last 12 months, we may have disclosed the following categories for business purposes (e.g., to provide Services, ensure safety, or improve functionality):

- Identifiers
- Personal information (state statute categories)
- Protected characteristics
- Commercial information
- Internet or network activity
- Geolocation data
- Sensory data
- Professional or employment-related information
- Inferences
- Sensitive personal information

These are shared with Service Providers, affiliates, business partners, other platform users (e.g., project details, profiles), or third parties you authorize, under strict confidentiality agreements where applicable.

8.5 Sharing of Personal Information

We may share personal information with:

- **Other users:** Homeowner project details are visible to Contractors; Contractor profiles are visible to Homeowners (limited until matched).
- **Service Providers:** For payment processing, analytics, hosting, or marketing.
- **Affiliates and business partners:** For joint services or promotions.
- **Third parties you authorize:** As directed by you.
- **Legal entities:** For compliance or safety purposes.

8.6 Sale of Personal Information

We do not sell personal information for money. However, some state laws (e.g., California, Colorado) define “sale” broadly to include sharing with third parties (like analytics or ad partners) for valuable consideration. Under this definition, we may have “sold” Identifiers, Personal information, Commercial information, Internet activity, Geolocation data, Sensory data, and Sensitive personal information in the last 12 months for purposes like targeted advertising. States like Utah and Iowa have narrower definitions, and our practices may not constitute a sale there.

8.7 Your Rights Under State Privacy Laws

If you are a resident of a state with a comprehensive privacy law, you may have some or all of these rights (variations exist; e.g., Utah and Iowa exclude correction or sensitive data limits):

- **Right to know/access:** Learn what personal information we collect, use, share, or sell, including categories, sources, and specific pieces.
- **Right to delete:** Request deletion of your personal information, subject to exceptions (e.g., to complete transactions, comply with law, or detect fraud).
- **Right to correct:** Fix inaccurate personal information.
- **Right to opt-out of sale/sharing:** Stop the sale or sharing of your personal information for targeted advertising (most states).
- **Right to limit sensitive personal information:** Restrict use of sensitive data (e.g., health, precise geolocation) to necessary purposes.
- **Right to data portability:** Receive your data in a portable, usable format.
- **Right to non-discrimination:** We will not deny services, charge different prices, or reduce quality for exercising rights.

- **Right to appeal:** Appeal a denied request.

We do not use automated decision-making that produces significant legal effects without your consent.

8.8 How to Exercise Your Rights

To exercise these rights:

- **Submit a request:** Email privacy@nestimates.com or use account settings (if available). Specify your state and the right(s) you are exercising (e.g., access, deletion, opt-out).
- **Verification:** Provide enough information to verify your identity or residency (e.g., name, email, account details). Authorized agents may act on your behalf with proof of authorization.
- **Response:** We will respond in accordance with all applicable legal requirements regarding response times, free of charge (limits apply in some states, e.g., twice per year). If we cannot verify or fulfill, we will explain why.
- **Opt-out of sale/sharing or targeted ads:** Use the “Do Not Sell/Share My Personal Information” link in our Site footer or email us.
- **Limit sensitive data:** Specify in your request.
- **Appeal:** If we deny a request, we will provide instructions to appeal (e.g., reply to our response email within 60 days in CO).

We ensure a user-friendly process and comply with all state requirements. Contact us with questions.

9. "Do Not Track" Policy

Our Services do not respond to Do Not Track signals. You can set your browser to signal that you do not want to be tracked, and we honor opt-outs for targeted advertising as described in Section 8.

10. Additional State Privacy Rights

Some states provide specific disclosure rights. For example, California’s “Shine the Light” law allows residents to request information about sharing personal data with third parties for direct marketing. Contact us at privacy@nestimates.com for details.

11. Children's Privacy

Our Services are intended for adults only and are not directed to individuals under 18. We do not knowingly collect personal information from individuals under 18. If you believe we have collected information from an individual under 18, please contact us at privacy@nestimates.com to request deletion.

12. Links to Other Websites

Our Services may contain links to other websites not operated by us. We strongly advise you to review their privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date. For material changes, we may notify you via email or a prominent notice. Continued use constitutes acceptance.

14. Contact Us

If you have questions about this Privacy Policy or our practices, contact us at:

Nestimates

300 Delaware Ave. Suite 210 #540
Wilmington, DE 19801

Email: privacy@nestimates.com