Client Privacy Policy

Last Updated: Mar 2026

1. Information We Collect

We collect information you provide directly to us, such as when you create an account, request a job, or contact support. This may include your name, email address, phone number, and job details.

2. Location Data

We do not track your device's location continuously. We only collect location information when you manually enter an address for a specific job request.

3. Payment Information

We do not store full credit card numbers on our servers. Card details are collected and stored by Stripe, our third-party payment processor.

We store limited payment-related metadata needed to operate the platform, including payment method status, invoice status, charge outcomes, fee/tip amounts, and timestamps for reminders or automatic collection events.

4. How We Share Information

With Workers: We share the job address and job details with the assigned worker so they can complete the task. We do **not** share your phone number or email address with workers.

Third Parties: We share information with service providers who help us run the platform, including payment processing and communications (such as push notifications, SMS, or email delivery). We do not sell or rent your personal data to advertisers.

5. Invoices, Reminders, and Auto-Collection Notices

To support invoice collection, we may process and store invoice reminder records, warning messages, and automatic charge attempt details. We may contact you through in-app messages, push notifications, SMS, or email regarding unpaid invoices and account billing status.

6. Data Deletion

You have the right to request the deletion of your account and personal data at any time. You can do this through the "Delete Account" option in your profile settings or by contacting support.

7. Contact Us

If you have any questions about this Privacy Policy, please contact us at hello@joesoddjobs.com.