



HYLPERS UAE - PRIVACY POLICY

Full privacy notice for Hylpers users, providers, website visitors, and app users

Effective Date	27 June 2026
Version	Full UAE Privacy Policy - Telr - 2026.06.27
Primary UAE Entity	Hylpers L.L.C-FZ, The Meydan Hotel, Grandstand, 6th Floor, Meydan Road, Nad Al Sheba, Dubai, U.A.E.
Website/App Use	hylpers.com, hylpers.net, the Hylpers mobile application, and related Hylpers services
Payment / KYC Provider	Telr or approved third-party provider
Support Email	support@hylpers.com

1. Important Notice

This Privacy Policy explains how Hylpers L.L.C-FZ and approved Hylpers affiliates collect, use, disclose, store, and protect personal data when users access or use the Hylpers website, mobile application, customer support channels, provider onboarding flows, payment environment, booking tools, communications, optional promotional features, and related services in the United Arab Emirates.

Hylpers is a marketplace platform that connects Service Seekers with independent Service Providers. Hylpers does not employ Providers, does not directly perform the services listed by Providers, and does not act as a manpower agency, recruitment agency, or direct service provider unless expressly stated in writing.

2. Scope

- Service Seekers, Service Providers, company account users, website visitors, app users, customer support contacts, and prospective users.
- Hylpers websites, the Hylpers mobile application, social media lead forms, onboarding campaigns, payment/KYC flows, optional provider promotional features, and support channels.
- The United Arab Emirates launch market and any other market only where Hylpers has approved a region-specific launch and published applicable regional terms.

3. Age Eligibility

Hylpers is intended only for users who are 18 years old or older. Hylpers does not knowingly allow persons below 18 years old to create accounts, provide services, request services, or submit payment/KYC information. If Hylpers becomes aware that a person below 18 has submitted personal data, Hylpers may delete the account and related information, subject to legal, fraud-prevention, dispute, or recordkeeping requirements.

4. Personal Data We Collect

Category	Examples	Purpose
Account information	Name, email address, mobile number, password credentials, account role, preferred language, country code.	Account creation, login, communication, account support, fraud prevention.
Profile information	Profile photo, service categories, skills, service descriptions, work availability, experience, ratings, reviews, area preferences.	Provider discovery, service listings, booking, quality control, trust and safety.

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Payment/KYC status information	Payment onboarding status, verification status, payout readiness, Telr references, transaction IDs, settlement status, refund status, chargeback status, and limited compliance confirmations received from Telr or approved providers.	Payment authorization, capture, refunds, payouts, fraud prevention, compliance, support, dispute handling.
Location information	Approximate or precise location if permission is enabled, map location, service area, booking address, GPS or device-based location where allowed.	Nearby provider matching, booking support, safety, fraud prevention, service-area display.
Booking and transaction data	Service request, provider acceptance, booking date/time, amount, Hylpers convenience fee, VAT if applicable, cancellation, refund, dispute records.	Booking administration, payment processing, settlement, tax/VAT records, support, dispute review.
Communications and support data	Messages, emails, call notes, WhatsApp or social media inquiries, complaint evidence, screenshots, support tickets.	Customer service, dispute resolution, safety investigation, quality review.
Device, app, and website data	IP address, device ID, operating system, app version, browser type, crash logs, analytics, cookies, session data.	Security, debugging, analytics, service improvement, fraud prevention.
Marketing and advertising data	Campaign source, consent preferences, ad interactions, referral codes, landing page visits, promotional feature performance.	Marketing, campaign measurement, remarketing where permitted, user communication preferences, marketplace analytics.

5. Information Hylpers Does Not Directly Collect Where Handled by Telr

For UAE payment, payout, and KYC verification, Hylpers may use Telr or another approved third-party payment/KYC provider. Hylpers does not directly collect or store Emirates ID copies, full card numbers, or full bank account details in the Hylpers app database where such information is collected and processed directly by Telr or another approved provider.

Hylpers may receive limited verification status, transaction references, payout status, payment status, dispute status, compliance confirmations, or rejection/approval information from Telr or the approved provider as reasonably necessary to operate the platform, support users, prevent fraud, reconcile payments, and comply with legal obligations.

6. Telr Payment and KYC Processing

Payments, payouts, identity verification, account onboarding, settlement, refunds, fraud prevention, chargeback handling, and payment compliance checks may be processed by Telr or another approved third-party provider.

Telr or another approved provider may collect and process information required to complete payment processing, payout processing, identity verification, bank verification, fraud prevention, AML/CTF checks, sanctions screening, and compliance checks. Hylpers does not control the internal processing systems of Telr or other third-party providers. Users should review the applicable provider terms and privacy policy where available.

7. How We Collect Personal Data

- Directly from users when they create an account, complete a profile, list services, book services, contact support, or participate in promotions.
- Automatically through the website, mobile application, cookies, analytics tools, device permissions, payment environment, and security logs.
- From payment processors, KYC providers, app stores, SMS/email providers, analytics providers, support tools, social media lead forms, advertising/marketing tools, and other approved third-party service providers.

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- From other users when they submit ratings, reviews, complaints, booking feedback, dispute evidence, or safety reports.

8. How We Use Personal Data

- Create, manage, verify, secure, and support user accounts.
- Connect Service Seekers with independent Providers through search, maps, listings, availability, booking, and communications features.
- Process bookings, convenience fees, VAT where applicable, refunds, chargebacks, Provider payouts, optional promotional fees, reconciliation, and financial reporting.
- Support Telr payment/KYC onboarding, payment status checks, payout readiness, fraud prevention, and dispute review.
- Provide customer support, handle complaints, investigate disputes, enforce platform rules, suspend or remove accounts, and maintain trust and safety.
- Improve the app, website, service categories, pricing displays, user experience, security, analytics, and marketplace performance.
- Send OTPs, booking updates, account notices, legal updates, safety notices, payment notices, promotional communications where permitted, and marketing communications subject to preferences.
- Comply with applicable laws, app store rules, tax/VAT, consumer protection, payment, AML/CTF, cybercrime, data protection, court, regulator, and law-enforcement requirements.

9. Sharing of Personal Data

Hylpers may share personal data only as reasonably necessary for platform operation, user safety, compliance, and service delivery. This may include sharing with:

- Other users, but only where needed for bookings, provider profiles, ratings, reviews, service-area visibility, and dispute handling.
- Payment gateways, acquiring banks, payout partners, KYC providers, fraud monitoring providers, and financial institutions, including Telr for UAE payment flows and other approved providers as applicable.
- SMS, email, OTP, hosting, cloud, analytics, app performance, customer support, legal, accounting, tax, security, and professional service providers.
- App stores and platform providers, including Apple and Google, where required for app distribution, privacy disclosures, crash reports, app analytics, and platform compliance.
- Government authorities, regulators, courts, law enforcement, or other parties where required by law, court order, lawful request, AML/CTF obligation, cybercrime reporting, consumer protection inquiry, payment dispute, or safety investigation.
- Affiliates, successors, investors, or acquirers in connection with corporate restructuring, financing, merger, acquisition, asset sale, or due diligence, subject to confidentiality and legal safeguards.

10. Location Data

Hylpers may use location information to show nearby Providers, calculate service areas, help users find available services, improve safety, and support fraud prevention. Users may control device-level location permissions through device settings. If precise location is disabled, some app features may not work properly.

11. Cookies, Analytics, and Advertising

Hylpers websites may use cookies and similar technologies for essential functionality, security, analytics, performance measurement, campaign tracking, and marketing. Hylpers may use approved analytics and advertising tools to measure user acquisition, improve campaigns, evaluate optional promotional features, and improve marketplace performance. Where required, users may be offered cookie choices or browser/device controls.



12. Data Retention

Hylpers keeps personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law. Booking, payment, payout, refund, dispute, chargeback, fraud prevention, tax, accounting, safety, and legal records may be retained for a longer period where necessary to protect Hylpers, users, Providers, and third parties.

13. Account Deletion and Data Deletion

Users may request deletion of their Hylpers account through the app, through the Hylpers website, or by contacting support@hylpers.com. Recommended UAE web page: [/ae/delete-account](#).

When a valid deletion request is received, Hylpers will delete or anonymize personal information that is no longer required for legitimate business, legal, safety, tax, accounting, fraud prevention, payment, dispute, or compliance purposes.

Some information may be retained where necessary for payment records, booking history, refunds, cancellations, disputes, chargeback prevention, fraud protection, Telr transaction or payout references, tax, accounting and legal compliance, safety, security, abuse prevention, and enforcement of Hylpers Terms & Conditions.

Where Hylpers uses Telr or other third-party providers to process payment, payout, or KYC information, Hylpers may request deletion or restriction of relevant data from those providers where applicable and legally permitted.

14. User Rights

Subject to applicable law, users may request to access personal information held by Hylpers, correct inaccurate information, request deletion, withdraw consent where processing is based on consent, object to or restrict certain processing, and request information about how their data is used. Hylpers may require reasonable verification before acting on a request to protect user privacy and account security.

15. Security

Hylpers uses reasonable technical, organizational, and administrative measures designed to protect personal data. However, no website, app, payment process, or storage system is completely secure. Users are responsible for protecting their account credentials, OTPs, and devices.

16. International Transfers

Hylpers may process and store personal data in the United Arab Emirates, the United States, and other countries where Hylpers, its affiliates, or approved service providers operate. Where applicable, Hylpers will use reasonable contractual, technical, and organizational safeguards for cross-border transfers.

17. Marketing Communications

Hylpers may send service-related messages and, where permitted, marketing or promotional communications. Users may opt out of marketing communications where required by law, but may still receive important account, booking, payment, legal, safety, or support messages.

18. Changes to this Privacy Policy

Hylpers may update this Privacy Policy from time to time. Material updates may be notified through the app, website, email, or other reasonable method. Continued use of Hylpers after an update means the user acknowledges the updated Privacy Policy, unless otherwise required by law.



19. Contact

For privacy requests, account deletion, refund requests, cancellation concerns, disputes, chargeback questions, or support matters, users may contact support@hylpers.com. Users should include their registered name, registered mobile number or email address, booking reference if applicable, and a clear explanation of the request.