Nestimates Privacy Policy

Last updated October 14, 2026
Effective October 14, 2026 for new accounts and November 16, 2026 for existing users

Nestimates Inc., a Delaware corporation ("Nestimates," "we," "us" or "our"), provides a home-improvement marketplace and related technology, communications, records and payment administration. This Privacy Policy explains the personal information we collect, its purposes, recipients, retention and your choices when you use nestimates.com, our applications and authorized Nestimates-hosted interfaces (the "Services"). Our mailing and legal-notice address is 300 Delaware Avenue, Suite 210 #540, Wilmington, Delaware 19801.

This version takes effect on October 14, 2026 for accounts created on or after that date and on November 16, 2026 for existing users, subject to required notice and consent for changed practices. This Policy coordinates with the Nestimates Terms of Service dated October 14, 2026 (the "Terms"). The Terms govern your platform relationship and permitted content uses. A separate Project Agreement governs construction between the Homeowner and Contractor. Nestimates does not perform or warrant construction. Neither document eliminates a nonwaivable privacy right or an obligation described here.

Our Project marketplace currently supports Arizona residential work. Privacy obligations depend on the individual, information, location and applicable law, not solely on the location of a Project. This Policy covers information we control or process in connection with the Services. It does not govern an independent third party's separate website or services. When a provider processes information for Nestimates, its involvement does not remove that information from our applicable responsibilities.

1 Information we collect

We collect information you provide, information generated through your use of the Services, and information supplied by authorized providers and other users. The categories below apply to the features you use and your role as a Homeowner, Contractor, representative or visitor. We do not require every user to provide every category.

Account and contact information. Names, business names, email addresses, telephone numbers, mailing addresses, account identifiers, account roles, authorization to act for another person, authentication records and communication preferences. Login and security records may include IP addresses, device and browser information, session activity, authentication events and suspected fraud indicators. We use authentication providers and security measures appropriate to the feature.

Project and property information. Descriptions, approximate location or ZIP code, the restricted jobsite address, photographs, videos, dimensions, quantities, material selections, site conditions, requested dates, accessibility needs voluntarily supplied, Project Q&A, bid-specific clarifications, bids, options, warranties, schedules and changes. Supported measurement features may collect LiDAR scans, depth data, room geometry, spatial models and measurements you supply or authorize. These records may reveal information about a home or its occupants even when no name appears. Do not upload unnecessary identity documents, faces, access codes, alarm details, sensitive personal items or other information unrelated to the Project.

Contractor qualification information. Applicable license numbers and classifications, business and representative details, insurance and bonding records, authorization documents, professional experience, references, public complaint and disciplinary records, screening results and related correspondence. We may obtain information from licensing authorities, insurers, screening providers, references and other

lawful sources. Any check requiring a separate disclosure, authorization or consent follows that process. Marketplace screening is limited to the checks actually described and does not certify future performance.

Identity verification information. Stripe provides identity verification, which may collect government-issued identity documents, selfie images and related identifying information and perform biometric matching. Stripe handles those inputs through its verification service and presents its applicable notices and consent choices. Depending on the configured integration, Nestimates may receive verification status, identifiers, results and related records or have authorized access to information made available by Stripe. We use that information for identity, eligibility, security, fraud prevention and legal purposes. We do not use identity documents, selfies or biometric matching data for advertising. Stripe's handling, including purposes for which it acts independently, is explained at https://stripe.com/privacy and in its verification notices. Required biometric consent is not supplied merely by accepting this Policy.

Contracts and transaction information. Project Agreements, Change Orders, signatures, signatory and authentication details, timestamps, electronic-consent records, delivery records, certificates of completion or audit records supplied by DocuSign or another signature provider, payment amounts, transaction identifiers, funding status, tax, fees, payouts, refunds, disputes and lien-waiver records. Payment providers collect the bank or card details needed for their services. Nestimates receives information needed to administer and reconcile transactions, such as payment-method type, status and limited account identifiers. You should enter payment credentials only through the designated payment flow, not Project posts or messages.

Communications and support. Messages, emails, support requests, Project questions and answers, reviews, complaints, dispute evidence and consent records. Where a feature offers recorded calls, video or transcription, information can include audio, video, transcripts and summaries. Recording or transcription is subject to the feature notice and any required consent. The existence of this Policy does not mean that every call or communication is recorded.

Device and usage information. IP address, browser and device characteristics, operating system, approximate location inferred from technical information, pages and features used, events, access times, referral information, cookie identifiers and diagnostic records. More precise device location, camera, microphone or supported spatial capture is collected only through the relevant feature and required permission. A user-entered jobsite address is distinct from automatic device location.

Sensitive information. Identity documents, biometric verification information, account access information, precise location and accessibility or health details may receive additional protection under applicable law. We use sensitive information only as reasonably necessary for the requested service, security, fraud prevention, legal compliance or another lawfully disclosed purpose, with separate consent where required. Providing accessibility information does not authorize unrelated health profiling or advertising.

2 How we use information

We use information to create and secure Accounts, verify identity and eligibility, organize shared Project Briefs, make Project opportunities available to eligible Contractors, collect and compare bids, support Project Q&A, introduce the selected parties, prepare and execute agreements, administer funding and payouts, maintain records and handle support and disputes. We also use information to communicate service updates, administer preferences and optional programs, detect misuse, investigate fraud, enforce agreements and comply with law.

Nestimates receives Success Fees tied to approved, completed work and collects them at the corresponding Contractor work payout. Homeowners paying by ACH pay Nestimates a 0.75% ACH Payment Fee, with no

dollar cap, on Project funding including applicable tax. That fee includes processing and payment administration and may exceed the processor's actual cost. Applicable payment-method fees, disclosures and refunds are governed by the Terms and each separately authorized payment. We use transaction records to calculate, reconcile and document these amounts. We do not sell homeowner leads or personal information.

We use information to evaluate reliability, correct errors, understand feature usage and improve the Services. Marketing communications follow applicable law and your choices. Use of before-and-after images to promote Nestimates is limited by Section 5. We do not use a general service permission as consent for a purpose requiring a separate choice.

3 Artificial intelligence and spatial tools

The Services may use artificial intelligence, proprietary models, layered home-improvement tools, automated document analysis and pattern recognition to organize submissions, identify missing details, assist with dimensions and quantities, prepare briefs, compare information, recognize duplicate questions, suggest stages or tax information and summarize communications. These features may process relevant text, documents, images, video, LiDAR scans, depth measurements, spatial models and usage records. Authorized technology providers may process the information needed to supply a feature under applicable contractual and legal restrictions.

Using information to produce a requested output is distinct from using it to train a model. Under Terms § 6.3, Nestimates may use Project content to develop and improve its automated tools only in a form that does not identify a Homeowner or property. Acceptance of the standard Terms does not authorize third-party model providers to use identifiable private Project content for their own general-purpose model training. Any additional use requiring consent must be separately disclosed and authorized.

Automated outputs can be inaccurate or incomplete. They do not certify measurements, licensing, workmanship or legal compliance. Contractors must verify the conditions and dimensions necessary for their work. Automation does not independently authorize a payment, accept a bid or amend an agreement. Where automation informs a material adverse Account decision, you may request human review at support@nestimates.com. Any additional right to an explanation, objection or appeal under applicable law remains available.

4 Project visibility and introductions

Project descriptions, bidding photographs and videos, Project Q&A and other pre-Acceptance Project information are available to authorized logged-in Contractors, including Provisional Contractors whose screening is not yet complete, and authorized Nestimates personnel and service providers. These Project records are not public website listings. Provisional Contractors may review opportunities and submit Held Bids, but their bids are not shown to or selectable by Homeowners until released after screening under the Terms.

Before Accepted status, the comparison interface withholds Homeowner names, Contractor names, direct contact details and the full street address, except for license information or other disclosures required by law. ROC numbers must appear on applicable written bids and may allow a public-record lookup that identifies the Contractor. We therefore do not promise that a business cannot be identified independently.

A Project becomes Accepted when the Homeowner selects a bid and the separately authorized Selection deposit enters Processing. Nestimates may then release the selected parties' names and contact details, and the full jobsite address, to that selected pair. Other bidders do not receive those details. The address may be provided earlier to Nestimates in a restricted field but remains withheld from bidders until Acceptance.

Acceptance does not itself mean funds have Cleared, the construction agreement has been signed or work may begin.

Selected parties may use the released information for the Project, related lawful records and dispute handling. They may not resell it, use it for unrelated marketing or circumvent the Terms. A failed payment, cancellation or Account closure does not undo information already lawfully released, and the recipient's use restrictions continue. A Contractor may independently retain records needed for its contract, insurance, tax or legal obligations.

Users should exclude identifying details from pre-Acceptance descriptions and media. We may restrict or redact inappropriate information, but cannot guarantee that visible property features or a user's voluntary disclosure will never identify a location. Publicly designated reviews or other profile content follow the relevant publication choices and identity restrictions. Public promotional images follow Section 5, rather than making the underlying Project listing public.

5 Before-and-after images and promotional use

Nestimates may use before-and-after Project photographs and video stills submitted under the applicable Terms of Service to advertise and promote the Services, including on its website, social channels and advertising materials, without additional compensation. Before public use, Nestimates will remove or obscure names, faces, street addresses, contact details, location metadata and other details reasonably likely to identify an individual or household. Names or faces may be included only with the prior consent of the identified person or an authorized representative. If a property or household remains reasonably identifiable after editing, Nestimates will obtain the affected Homeowner's prior consent before that use. This permitted use does not authorize publication of identity documents, contracts, payment records, security information or third-party confidential material. Images must not falsely suggest that Nestimates performed the Work, guaranteed the result or obtained an endorsement. The permission is subject to the uploader's rights, required third-party permissions and nonwaivable privacy rights.

Terms § 6.3 provides the applicable content license. Uploaders must have the rights and permissions needed for the authorized uses. This Policy does not create rights over another person's content or replace consent required by law. An expanded promotional use does not apply retroactively to material submitted under more restrictive terms without the required notice and assent. You may contact privacy@nestimates.com about a concern, consent withdrawal or removal request. We handle the request under applicable law, the relevant permission and the retention rules below. No permission allows sale of personal information.

6 Recipients and service providers

We disclose information only for the purposes described in this Policy or another lawfully disclosed and authorized purpose. Recipients can include the selected Homeowner or Contractor, eligible bidding Contractors within Section 4, and providers supporting payments, identity verification, contracts, hosting, security, analytics, AI features, communications, customer support and lawful recordkeeping. Providers receive information appropriate to their services and applicable restrictions. Stripe and DocuSign are examples of providers used for the relevant features.

Some providers process information on our behalf and also act independently for specified purposes, such as financial compliance, fraud prevention or their own account relationship. Their notices describe those independent purposes. We do not represent that all providers act solely on Nestimates' behalf. Our own disclosures, instructions and use of returned information remain subject to this Policy and applicable law.

We may disclose relevant information to professional advisers, insurers, auditors, courts, regulators, law enforcement or another person where reasonably necessary and lawful to obtain advice, protect safety and rights, investigate misuse, comply with process or resolve a claim. We may disclose information within our corporate group where necessary for the disclosed purposes and subject to appropriate protections. A financing, merger, acquisition, reorganization or sale of the relevant business may involve protected due diligence and transfer of records to a successor, subject to applicable notice, purpose and legal restrictions.

A partner website or referral arrangement does not automatically give the partner access to private Project records. Any additional exchange requires the appropriate disclosure and authorization. An independent website, application or provider may have its own privacy practices. Review its notice when choosing its separate services.

7 No sale of personal information and advertising choices

Nestimates does not sell personal information, including Homeowner leads, contact details, identity-verification information or private Project records. We do not authorize a recipient to resell information disclosed for providing the Services. Permitted use of edited before-and-after images to advertise Nestimates does not authorize publication or sale of the identifying details excluded by Section 5.

A statement that information is not sold is distinct from the legal concept of sharing for cross-context behavioral advertising or targeted advertising. Any feature that makes a disclosure falling within those definitions must be specifically disclosed through the applicable privacy or cookie notice and must provide the legally required choice before operating. A general permission to use the Services does not authorize such a disclosure. We will honor legally applicable opt-out requests and recognized preference signals for covered processing.

We may use aggregate statistics and properly deidentified examples for analysis and promotion where lawful. Removing a name alone does not establish deidentification. We apply measures appropriate to the information to prevent reasonable identification, commit to maintaining deidentified information in that form, and require relevant recipients to observe applicable restrictions. We do not attempt reidentification except where law permits, such as to test the effectiveness of deidentification safeguards.

8 Cookies, device permissions and communications

Cookies, local storage and similar technologies support authentication, security, preferences, service performance and usage measurement. Controls provided with a feature govern optional technologies used by that feature. Where consent is required for nonessential technologies, we obtain it before using them. You may block or delete cookies through browser settings, although doing so can affect login and other functions. Device permissions for camera, microphone, location and spatial capture can be changed through your device settings. Privacy requests and questions about these technologies may be sent to privacy@nestimates.com.

Where applicable law requires recognition of a Global Privacy Control or another approved opt-out preference signal, we apply it to the covered processing that the signal identifies. Its scope may depend on the browser, device and our ability to associate it lawfully with your Account. A browser’s general Do Not Track setting is not necessarily the same signal. You may also submit a privacy request through privacy@nestimates.com.

You may unsubscribe from marketing emails using the provided link. Service and legal communications may continue where necessary and lawful. Optional text programs require the separate enrollment described in Terms § 3.5. Consent to marketing is not a condition of purchase or use of the Services. You may stop Nestimates texts by replying STOP or using another reasonable method. A STOP request applies to

all Nestimates text programs for that number, with at most a permitted confirmation message. Necessary Project notices may then use email or the Services.

We do not sell or disclose mobile numbers or text-messaging consent data to third parties or affiliates for marketing or promotional purposes. Necessary service disclosures to messaging providers, carriers and support providers, and lawful compliance disclosures, remain permitted subject to appropriate restrictions. Release of a selected party's telephone number for a Project is a service function, not permission for unrelated marketing.

9 Retention and deletion

We retain personal information for as long as reasonably necessary to provide the Services, maintain legitimate company and transaction records, prevent fraud, resolve disputes, enforce agreements and comply with accounting, tax, legal and preservation requirements. Retention depends on the category, sensitivity, purpose, continuing relationship, applicable claim period and legal obligation. We do not apply one blanket period to every type of information.

Core contracts, amendments, payment and tax records, signatures, consent evidence, required waivers and dispute records may remain necessary after a Project or Account closes. Identity documents, recordings, spatial records, support information and technical logs are evaluated according to their own purpose and applicable requirements. Stripe and other providers may separately retain information for their independent lawful purposes, as their notices explain. Nestimates remains responsible for deletion instructions where it controls the processing and applicable law requires them.

Information no longer needed for a lawful purpose is deleted or appropriately deidentified. Backup copies may remain until ordinary backup rotation, with their use restricted to restoration, security and other necessary lawful purposes. A legal hold or unresolved dispute may require preservation of relevant records until that need ends. Closing an Account does not cancel a contract, erase amounts owed or require destruction of records that law permits or requires us to retain. You may request deletion under Section 11.

10 Security and processing locations

We use reasonable administrative, technical and organizational safeguards appropriate to the information and processing risks. Access is limited according to authorized service and business needs. No transmission or storage method guarantees absolute security. Protect your credentials and promptly report suspected unauthorized access to support@nestimates.com. We provide any breach notices required by applicable law.

Nestimates operates in the United States. Authorized providers and personnel may process information in the United States or other locations in which they operate, subject to applicable safeguards and transfer requirements. The laws of those locations may differ from those of your residence. Where law requires a transfer mechanism, specific notice or consent, we use that mechanism or obtain that consent. Continued use alone does not replace a separate consent required by law.

11 Privacy rights and requests

Depending on your residence, the applicable law and the nature of the information, you may have rights to know or access information, obtain a portable copy, correct inaccuracies, request deletion, withdraw consent, limit certain uses of sensitive information, opt out of covered sale, sharing, targeted advertising or certain profiling, and appeal a denied request. These rights are subject to applicable conditions and exceptions. We do not unlawfully discriminate against you for exercising them.

Submit a request to privacy@nestimates.com or by mail to Nestimates Inc., Attention: Privacy, 300 Delaware Avenue, Suite 210 #540, Wilmington, Delaware 19801. Describe the request and provide the Account email or information reasonably needed to locate the records. We may verify identity or authority where permitted and necessary, using information proportionate to the request. Do not email an identity document unless we provide a suitable secure process. We do not require verification where law prohibits it for an opt-out request. An authorized agent may act with the evidence of authority required by law.

We respond within the period applicable to your request, explain a permitted extension when required, and provide reasons for a denial or limitation. If an appeal right applies, reply to the decision at privacy@nestimates.com with “Privacy Appeal” and the relevant facts. We will provide the legally required appeal response and information about contacting the applicable regulator. You may also contact your regulator directly where permitted.

We may preserve information needed for a transaction, lawful recordkeeping, security, fraud prevention, legal claims or another applicable exception. Access may be limited to protect another person’s rights or confidential information. Withdrawing an optional consent affects the relevant future processing, not prior lawful processing, and may make a feature unavailable when that processing is necessary to provide it.

12 Additional state privacy disclosures

Where a United States state comprehensive privacy law applies to Nestimates and your information, Sections 1 through 3 describe the categories, sources and business purposes of collection. Section 6 describes recipients and business disclosures. Section 7 describes our no-sale policy and choices for any separately disclosed covered advertising processing. Section 9 provides the retention criteria. Section 11 provides the request and appeal process. A state’s law may contain scope thresholds, exemptions or different rights, and this Policy does not state that every state law applies to every user or record.

For California residents, where the California Consumer Privacy Act applies, the categories that may be collected or disclosed for a business purpose, depending on the features used, include identifiers and account records, commercial and transaction information, internet and device activity, location information, audio and visual information, professional or business information, inferences used for service or risk purposes, and sensitive information described in Section 1. Voluntarily supplied accessibility information may reveal a protected characteristic. Stripe selfie verification can involve biometric processing. Actual categories and recipients depend on the interaction and configured service. We do not represent that every user supplies every category.

The California rights, where applicable, include access or knowledge of collection and disclosure, correction, deletion, portability, opt-out of covered sale or sharing and limitation of certain sensitive-information uses, subject to lawful exceptions. Sensitive information used only for permitted necessary service and compliance purposes is treated accordingly. We do not use the standard Project submission to authorize unrelated sensitive-information advertising. California residents may also request information about any disclosure subject to California Civil Code § 1798.83 through privacy@nestimates.com.

Where another jurisdiction’s privacy law applies, we provide the rights and disclosures that law requires. Availability of the website outside Arizona does not itself mean that every Project service is offered in that jurisdiction. We do not use a choice-of-law clause to remove a nonwaivable privacy right.

13 Children and information about other people

Accounts and contracting features are intended for adults at least 18 years old. We do not knowingly solicit personal information directly from children for an Account. Project media may incidentally depict occupants, so users must avoid unnecessary images or details about children or other people. We will not include a child's name or face in advertising without the legally sufficient prior consent of a parent or guardian and any additional permission the law requires. Contact privacy@nestimates.com if you believe a child's information has been improperly provided so we can investigate and take appropriate action.

If you provide another person's information, you must have lawful authority and provide any required notice or permission. A Contractor's ability to upload a photograph does not give it ownership of another person's image, private information or intellectual property.

14 Changes to this Policy

We may update this Policy as the Services or legal requirements change. We identify the updated version and date and provide notice of material changes by appropriate means before they take effect where required. We obtain separate consent or assent for a new use when law or an existing commitment requires it. A Policy update does not silently expand a payment authorization or an existing content license. Contractual changes remain subject to the Terms' notice and existing-project protections. Information previously collected remains subject to applicable law and the notices and permissions governing the proposed use.

15 Contact

Nestimates Inc., a Delaware corporation
300 Delaware Avenue, Suite 210 #540, Wilmington, Delaware 19801
Privacy requests: privacy@nestimates.com
Support: support@nestimates.com
Legal notices: legal@nestimates.com