

TCP Privacy Policy

Effective Date

August 1, 2026

1. Overview

This Privacy Policy explains how TCP (The Contractor Platform) collects, uses, stores, protects, and shares information when you use our websites, applications, integrations, and services.

Our goals are to:

- Be transparent about data practices
- Protect user information
- Clearly define data ownership
- Provide users with reasonable control over their information
- Use data responsibly to operate and improve the platform

By creating an account, accessing TCP, or using our services, you acknowledge and agree to this Privacy Policy.

2. Information We Collect

Account Information

TCP may collect:

- Name
- Email address
- Phone number
- Login credentials
- Authentication information
- Security-related information

Organization Information

TCP may collect:

- Company name
- Company contact information
- Service areas
- Subscription information
- Billing information
- Organization settings and preferences
- Company website URLs
- Company logos
- Brand colors
- Business descriptions
- Social media links
- Customer-facing branding assets
- Custom form and portal settings

This information may be used to personalize customer-facing experiences, including forms, proposals, invoices, customer portals, scheduling pages, and other communications generated through TCP.

Customer Information

Organizations may store information regarding their customers, including:

- Names
- Addresses
- Email addresses
- Phone numbers
- Contact methods
- Quotes
- Jobs
- Invoices
- Notes
- Files
- Photos
- Documents

This information is controlled by the organization that collects and manages it.

Usage Information

TCP may automatically collect:

- Login activity
 - User actions
 - Feature usage
 - Device information
 - Browser information
 - IP addresses
 - Diagnostic information
 - Performance information
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3. How We Use Information

TCP may use information to:

- Operate the platform
 - Authenticate users
 - Provide requested services
 - Process subscriptions and payments
 - Deliver customer support
 - Improve product functionality
 - Develop new features
 - Protect platform security
 - Communicate with users
 - Generate aggregated and anonymized insights
 - Customize customer-facing pages, forms, portals, and communications
 - Display organization branding and business information where configured by the organization
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4. Data Ownership & Control

Organization-Owned Data

Organizations retain ownership of the business information they create and manage within TCP.

Examples include:

- Customers
- Quotes
- Jobs
- Invoices
- Documents
- Notes
- Files
- Photos
- Company branding assets
- Company website information
- Customer-facing content and configurations

Organizations control how this information is used within their organization.

Account Information

Users and customer accounts control their personal account information and login credentials.

TCP-Owned Information

TCP retains ownership of:

- Software
 - Source code
 - Platform design
 - Infrastructure
 - System analytics
 - Platform-generated metadata
 - Aggregated and anonymized information
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5. Data Usage & Sharing Principles

TCP follows the following principles:

Contractor Data Belongs to Contractors

Organizations own and control the business records they create within TCP.

TCP does not sell identifiable contractor data.

Customer Data Remains Segregated

Customer information is associated with the organization that collected it.

Organizations cannot access customer records belonging to other organizations unless explicitly authorized through future platform functionality.

Limited Sharing

TCP only shares information:

- As necessary to operate the platform
- With authorized service providers
- When required by law
- When authorized by the user

TCP does not sell identifiable contractor or customer information.

6. Google Calendar Data

TCP may allow organizations to connect Google Calendar accounts to support scheduling and operational workflows.

Data Accessed

When authorized, TCP may access:

- Calendar information
- Event details
- Event titles
- Event descriptions

- Event dates and times
- Event locations
- Event attendees
- Availability information

TCP may also create, update, and delete calendar events when requested by the user or required by configured workflows.

How Google Data Is Used

TCP uses Google Calendar data to:

- Display calendar availability
- Schedule jobs and appointments
- Synchronize schedules
- Create calendar events
- Update calendar events
- Reduce duplicate administrative work

TCP does not use Google Calendar data for advertising.

TCP does not use Google Calendar data to develop, improve, or train generalized artificial intelligence or machine learning models.

Google Data Sharing

TCP does not sell Google user data.

Google Calendar information is only shared:

- With authorized users
 - With service providers necessary to operate TCP
 - When legally required
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Google Data Protection

TCP uses reasonable security measures including:

- Secure OAuth authorization
- Encrypted connections
- Access controls
- Organization-based access restrictions

TCP does not store Google account passwords.

Google Data Retention & Deletion

Users may disconnect Google Calendar integrations at any time.

Users may request deletion of Google Calendar data associated with their account or organization by contacting TCP.

TCP's use and transfer of information received from Google APIs will adhere to the Google API Services User Data Policy, including the Limited Use requirements.

7. Aggregated & Anonymized Data

TCP may create aggregated and anonymized datasets from platform activity.

Aggregated and anonymized information:

- Does not identify organizations
- Does not identify customers
- Does not identify projects
- Does not identify users

TCP may use this information to:

- Improve platform performance
- Develop new features
- Improve automation
- Generate benchmarks
- Produce industry insights
- Support reporting and analytics

Organizations may not opt out of TCP's use of aggregated and anonymized information because such information does not identify the organization, its customers, or its projects and is necessary for operating and improving the platform.

8. Future Benchmarking & Platform Insights

TCP may develop benchmarking and reporting features using aggregated and anonymized information.

Examples may include:

- Average quote acceptance rates
- Production metrics
- Revenue benchmarks
- Operational performance metrics
- Industry trends

No organization-specific information will be disclosed without authorization.

9. Payment Information

TCP uses Stripe and related payment services to process subscription payments and customer-to-contractor transactions.

Payment methods supported by TCP may include:

- Credit cards
- Debit cards
- ACH bank transfers
- Other payment methods supported by Stripe or integrated payment providers

To facilitate these services, payment processors may collect and process payment-related information, including billing details, payment method information, bank account information for ACH transactions, transaction amounts, and payment status information.

Payment information is processed by Stripe and subject to Stripe's privacy and security practices.

TCP does not store full payment card numbers, bank account numbers, or other sensitive payment credentials except as necessary to facilitate payment processing through authorized providers.

10. Data Retention

TCP retains information only as long as necessary to:

- Operate the platform
- Provide requested services
- Meet legal obligations
- Resolve disputes
- Enforce agreements

Retention periods may vary based on the type of information and applicable legal requirements.

Organizations may request data exports in formats supported by TCP.

11. Data Security

TCP uses reasonable administrative, technical, and organizational safeguards to protect information.

These safeguards may include:

- Encryption in transit
- Access controls
- Authentication protections
- Security monitoring
- Infrastructure security practices

No system can guarantee absolute security.

12. User Rights & Choices

Users may:

- Update account information
- Correct inaccurate information

- Request deletion of account information where applicable
- Disconnect integrations
- Opt out of marketing communications

Organizations remain responsible for managing information they collect from their customers.

Organizations may also update or remove company branding, website information, and customer-facing content stored within TCP.

13. Cookies & Similar Technologies

TCP may use cookies and similar technologies to:

- Maintain login sessions
- Improve performance
- Remember preferences
- Analyze platform usage

Users may manage cookies through browser settings.

14. Children's Privacy

TCP is not intended for children under the age of 13.

TCP does not knowingly collect information from children under 13.

15. Changes to This Policy

TCP may update this Privacy Policy periodically.

When material changes occur, TCP will make reasonable efforts to notify users.

Continued use of TCP after updates constitutes acceptance of the revised Privacy Policy.

16. Contact

For privacy-related questions, data requests, or deletion requests:

The Contractor Platform (TCP)

Website: <https://www.thecontractorplatform.com>

Email: privacy@thecontractorplatform.com

17. Agreement

By using TCP, you acknowledge that you have reviewed this Privacy Policy and understand how information is collected, used, stored, protected, and shared.