HouseSittingKorea Privacy Policy

Care & Go (“Company,” “we,” “us,” or “our”) operates HouseSittingKorea (“Service”). We process and protect personal information in accordance with the Personal Information Protection Act of the Republic of Korea and other applicable laws. This Privacy Policy explains what personal information we process, why we process it, how long we retain it, how we share or transfer it, and the privacy rights available to users.

1. Purposes of Processing Personal Information

We process personal information only to the extent necessary for the following purposes:

- Account registration and management: identifying members, confirming registration intent, creating and managing accounts, updating member information, processing account closure, and maintaining account security.
- Identity verification and service safety: verifying identity, preventing impersonation and misuse, and supporting trust and safety among members.
- Providing the Service and enabling member connections: publishing profiles and house-sitting information, enabling members to browse, express interest, communicate, arrange house sits, and leave reviews.
- Membership and payment administration: managing membership status, payments, cancellations and refunds, transaction records, and related accounting and tax obligations.
- Customer support and dispute response: handling inquiries and complaints, confirming relevant facts, and responding to violations of our Terms or operating rules, incidents, and disputes.
- Service operation and improvement: monitoring service usage and performance, responding to errors or outages, improving quality and stability, and delivering important service notices.
- Legal compliance: retaining records required by law and responding to lawful requests from competent authorities.

2. Personal Information We Process

The categories of personal information we process may vary depending on the features you use.

Category	Information
Account registration and management	Name, date of birth, gender, nationality, current country of residence/stay, email address, mobile number, profile photo, social-login provider and member identifier, service language, member role, identity-verification status, and related account-management information.
Identity verification	Verified name, date of birth, gender, nationality (where available), type of ID or passport, issuing country, expiration date, partially masked document number, mobile number, verification result, and verification date/time.
Profiles and house-sitting	Profile information and photos, introduction, activity area, languages and experience, pet and home information and photos, house-sitting location and dates, care instructions, posts, reviews, and translation data.
Member communications and house-sitting activity	Messages, expressions of interest, house-sitting confirmation/change/cancellation records, reviews and ratings, and information that members choose to provide directly during communications.
Membership and payments	Membership status, payment amount/date/method, approval/cancellation/refund records, transaction identifiers, and information necessary to process refunds.

Category	Information
Customer support	Inquiry, complaint, report or objection details, relevant service-use records, materials submitted by the user, and the outcome of the request.
Automatically generated or collected information	Cookies or similar identifiers, access and usage records, device and browser information, IP address or approximate location derived from it, and service performance/error information.

Identity verification may be performed through an external identity-verification provider and may involve verification of an ID card or passport, facial comparison, liveness checks, and mobile-number verification. We do not directly retain the original image of your ID or passport, or facial/selfie images or video used for verification.

Information that you choose to publish in your profile or posts may be visible to other members. Your contact details, email address, or full street address are not automatically disclosed to another member merely because a house sit is confirmed; members may share such information directly when needed.

When you make an electronic payment, detailed payment credentials such as your full card number and expiration date are processed directly by the payment service provider and are not directly stored by us.

3. Retention of Personal Information

We retain personal information only for as long as necessary for the purposes described in this Policy. When the retention period expires or the information is no longer needed, we delete or anonymize it without undue delay, unless a longer period is required by applicable law.

Category	Retention Period
Account information and HSK-held identity-verification results	Until account closure.
Profiles, posts, photos, and other service content	Until account closure or deletion of the relevant information. Where a post must remain to preserve connection history, personal information may be removed or anonymized and the post retained only to the extent necessary.
Messages, house-sitting activity records, and reviews	For the period reasonably necessary to provide the Service, preserve continuity of member communications, respond to disputes, and support trust and safety. After account closure, identifying information is deleted or anonymized unless retention is necessary for legal obligations or dispute response.
Customer-support and dispute information	For the period necessary to handle the inquiry or dispute, or for any longer period required by law.
Service-use and analytics information	For the period necessary for service operation and analytics, or according to the settings and policies of the relevant service provider.

Identity-verification information processed by Didit is currently retained for one month from the verification date under HSK’s current settings and is then deleted.

Certain records must be retained under applicable Korean e-commerce laws even after account closure:

Record	Retention Period
Records relating to labeling and advertising	6 months
Records relating to contracts or withdrawal/cancellation of offers	5 years
Records relating to payment and supply of goods or services	5 years
Records relating to consumer complaints or dispute resolution	3 years

4. Disclosure to Third Parties

As a general rule, we process personal information within the purposes for which it was collected and do not disclose it to third parties unless you consent, the disclosure is necessary or permitted under applicable law, or another lawful basis applies.

If a member directly provides contact details, an address, or other personal information to another member through the Service in order to discuss, prepare for, or carry out a house sit, that member-to-member sharing is distinct from an automatic disclosure of the information by the Company.

5. Service Providers

We use the following service providers to perform certain processing activities necessary to operate the Service:

Service Provider	Purpose
Didit Identity, Inc.	Identity verification
Channel Corporation	Customer support and chat
Amazon Web Services, Inc.	Server, database and file storage, email delivery, and related infrastructure
Vercel Inc.	Web service delivery, deployment, and related infrastructure
Google LLC	Service analytics and translation of posts, reviews, and messages

We take reasonable steps, as required by applicable law, to ensure that service providers process personal information only for the relevant service purpose and protect it appropriately. If our service providers or processing activities materially change, we will update this Policy. Once a payment service provider for membership payments is finalized and integrated, the relevant details will be added based on the actual processing arrangement.

6. International Data Transfers

HouseSittingKorea is operated from the Republic of Korea. If you access the Service from another country, your personal information may therefore be processed in Korea. We also use service providers located outside Korea for identity verification, web infrastructure, translation, and analytics. Where required, we transfer personal information in accordance with applicable data-protection requirements.

Recipient / Country	Information and Purpose	Timing / Method	Retention
Didit Identity, Inc. / Ireland	ID or passport information, facial capture data, mobile number, and related verification information / identity verification and fraud prevention	Electronically transmitted when identity verification is performed	1 month from verification under current HSK settings
Vercel Inc. / United States	Login-session information, access IP and browser information, usage statistics / web-service and infrastructure operation	Processed electronically when the Service is used	Current log-retention setting: 1 month
Google LLC / United States	Text submitted for translation / translation of posts, reviews, and messages	Electronically transmitted when translation is used	Not separately retained after processing
Google LLC / United States	Cookie, device and browser information, IP-based approximate location, page and event information / service analytics	Electronically transmitted when analytics functions operate	Current event-data setting: 2 months

If you do not wish to use a feature or process that requires an international transfer, you may choose not to use that feature or process. However, where an international transfer is necessary for identity verification or another step required to subscribe to a membership or use related paid features, those features may not be available unless the required step is completed. Questions about international transfers may be sent to the contact listed in Section 12.

7. Deletion of Personal Information

When personal information is no longer required, we delete it without undue delay. Information that must be retained by law is kept separately from other personal information and deleted after the applicable retention period expires.

Electronic records are deleted using methods designed to make recovery or restoration impracticable. Paper records, if any, are shredded, destroyed, or otherwise securely disposed of. Personal information deleted from operational databases is also removed from backups in accordance with the applicable backup-rotation cycle.

8. Your Privacy Rights and Choices

Subject to applicable law, you may request access to, correction or deletion of, or restriction or suspension of processing of your personal information, and may withdraw consent where processing is based on consent. You may exercise these rights through available account or settings features or by contacting admin@housesittingkorea.com. We may take reasonable steps to verify your identity or the authority of a lawful representative before responding.

Where applicable law provides additional rights—such as the right to object to certain processing, data portability, or the right to lodge a complaint with a competent data-protection authority—you may exercise those rights in accordance with that law. Some requests may be limited where permitted or required by law.

You are responsible for keeping the personal information you provide accurate and up to date and should not register or disclose another person’s personal information without proper authority.

9. Cookies and Similar Technologies

We may use cookies and similar technologies for login sessions, security, language preferences, customer support, service analytics, and service-quality improvement.

Type	Purpose	Retention
Essential cookies	Login-session continuity, security, and language settings	Session duration or up to 30 days
Analytics cookies	Google Analytics / Firebase Analytics service statistics	Cookie lifetime up to 2 years; current event-data setting 2 months
Customer-support cookies	ChannelTalk support connection and user distinction	According to Channel Corporation’s policy

You can limit or block cookies through your browser or available service settings. Blocking essential cookies may prevent certain functions, such as maintaining a logged-in session, from working properly.

10. Security

We apply technical and organizational safeguards appropriate to the size of the Service and the nature of our processing to protect personal information against loss, theft, unauthorized access, disclosure, alteration, or destruction. These measures include:

- management of access permissions and access controls;
- measures designed to protect personal information during transmission and storage;
- maintenance and management of access records to personal-information systems to the extent required by applicable law;
- technical safeguards for service and system security; and
- oversight of service providers and least-privilege access for personnel handling personal information.

11. Users Under 19

Under our Terms of Service, the Service is intended for individuals who are at least 19 years old. We do not process personal information on the basis that individuals under 19 may register for or use the Service. If we become aware that a person under 19 has registered, we may take reasonable steps to verify the situation, restrict the account, and handle the related personal information in accordance with applicable law.

12. Privacy Contact

The following person is responsible for overseeing personal-information protection and handling privacy inquiries and requests:

Item	Details
Privacy Officer	Yoonju Chung
Business	Care & Go
Email	admin@housesittingkorea.com

13. Remedies and Complaints

If you need assistance or relief in connection with a personal-information infringement in Korea, you may contact the relevant privacy authorities or dispute-resolution bodies, including:

- Korea Internet & Security Agency (Personal Information Infringement Report Center): 118
- Personal Information Dispute Mediation Committee: 1833-6972
- Korean National Police Agency: 182

If privacy law applicable to you gives you the right to complain to another competent data-protection authority, you may also exercise that right.

14. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in applicable law, the Service, or our personal-information processing practices. When we make changes, we will make the updated Policy and its effective date available through the Service and provide any additional notice required by applicable law. Previous versions will be retained or made available so that users can review the revision history.

Supplementary Provision

This Privacy Policy is effective as of October 1, 2026.