

Home Privacy Protector — Terms of Service

Last Updated: September 21, 2025

These Terms of Service (the “Terms”) are a binding agreement between you and Home Privacy Protector, LLC (together with its affiliates, “HPP,” “we,” “us,” or “our”). These Terms govern your access to and use of our websites, applications, and services that assist homeowners and authorized agents with requesting the removal or suppression of property images and related content from third-party platforms (collectively, the “Services”). By creating an account, clicking “I agree,” or using the Services, you agree to these Terms. If you do not agree, do not use the Services.

IMPORTANT: These Terms include an arbitration agreement and class action waiver in Section 16. They affect how disputes are resolved.

1. Eligibility and Authority

You may use the Services only if you are at least 18 years old and capable of forming a binding contract. If you use the Services on behalf of another person or entity (e.g., a homeowner, property owner, trust, estate, or corporate owner), you represent and warrant that you are duly authorized to do so and to bind that person or entity to these Terms. You further represent and warrant that, with respect to each property for which you request our Services, you (i) are the owner, a lawful resident, a legal representative, or otherwise duly authorized to request removal of images and related content concerning that property; and (ii) will provide accurate, up-to-date information sufficient to verify your identity and your authority (e.g., government ID, deed or closing documents, lease, utility bill, authorization letter, power of attorney).

2. The Services

HPP provides professional services to help identify, request removal of, and/or suppress property images and related content hosted by third-party platforms (for example, real estate listing sites such as Zillow, Realtor.com, Redfin, Trulia, Movoto, multiple listing services (MLS), brokerages, and search engines) (collectively, “Third-Party Platforms”). The Services may include: audits and scans, link collection, documentation support, submission of removal/suppression requests, follow-ups, limited monitoring, and reporting (the “Project”). We are not a law firm and do not provide legal, tax, or professional advice. We do not control Third-Party Platforms and cannot guarantee specific outcomes or timelines. Our role is to act—within your authorization—as your agent to make good-faith, best-efforts requests consistent with applicable policies and law.

3. Limited Agency & E-Sign Consent

You authorize HPP to act as your limited agent for the sole purposes of: (a) contacting Third-Party Platforms, listing agents, brokerages, MLS operators, hosting providers, or relevant counterparties; (b) submitting, tracking, and responding to removal/suppression requests; and (c) using information and documents you provide to support those requests. Without limiting the foregoing, you expressly authorize HPP to request the removal,

suppression, or blurring of property photos and related content on your behalf. You agree that signatures, approvals, consents, and communications may be provided electronically and have the same effect as physical signatures to the maximum extent permitted by law (the “E-Sign Consent”).

4. Your Responsibilities

To enable the Services, you agree to: (i) provide accurate information, complete documents, and timely responses to our requests; (ii) supply a list of URLs/screenshots of the content you want addressed and any supporting ownership or authorization materials; (iii) promptly notify us of material changes (e.g., sale, transfer, tenancy, litigation, orders/restraining notices); and (iv) use the Services only for lawful purposes and not to impersonate, defraud, or misrepresent your authority. You are responsible for ensuring that submission of your requests does not violate any applicable laws, court orders, or third-party rights.

5. Fees, Subscriptions, and Billing

Pricing. Fees for each Project or subscription tier are as displayed at checkout or in a written order form executed by you (an “Order”). Unless stated otherwise, fees are in U.S. dollars and exclude taxes.

Payment. You authorize us (and our payment processors) to charge your payment method for all fees and applicable taxes when due. You agree to keep your billing information current. Late amounts may accrue interest at the lesser of 1.5% per month or the maximum allowed by law.

Subscriptions & Auto-Renewal. If you purchase a recurring plan (e.g., ongoing monitoring or periodic scans), your plan will automatically renew at the end of each term at the then-current price unless you cancel at least one (1) business day before renewal through your account or by contacting support.

Refunds. Except where prohibited by law or expressly stated in an Order, fees are non-refundable once HPP begins work on your Project (e.g., audit, outreach, or submission), except as provided in the 14-Day Photo Removal Guarantee in Section 6. For Projects not eligible for the Guarantee or where the Guarantee conditions are not met, fees remain non-refundable after work begins; we may, in our discretion, issue a partial credit if no submissions were made.

Chargebacks. You agree to contact us to attempt to resolve billing issues before initiating a chargeback. We reserve the right to suspend or terminate Services for chargeback abuse.

6. Third-Party Platforms; 14-Day Photo Removal Guarantee (Limited)

You understand that removals and suppressions are governed by the policies and discretion of third parties and by applicable laws and MLS/broker rules. The following limited guarantee applies in addition to, and modifies, the general statements in these Terms.

6.1 Guaranteed Platforms & Outcome. For the following platforms (the “Guaranteed Platforms”) — Realtor.com, Movoto, Redfin, Zillow, Trulia, and Google Street View — HPP guarantees that, within fourteen (14) calendar days after (a) your completion of onboarding and (b) our receipt of all required documentation and the list of relevant URLs/screenshots (the “Guarantee Window”), HPP will achieve the following outcome for the subject property

(the “Guaranteed Outcome”): (i) for Realtor.com, Movoto, Redfin, Zillow, Trulia — removal or suppression of property photos associated with your address on the specified listing pages; and (ii) for Google Street View — successful blurring of the property’s primary residential structure/facade on currently published Street View imagery (satellite/aerial imagery is excluded from the Guarantee).

6.2 Sole Remedy — Refund. If HPP does not achieve the Guaranteed Outcome on one or more Guaranteed Platforms within the Guarantee Window, you may request a refund of the fee you paid to HPP for the affected property (exclusive of optional add-ons, taxes, or third-party charges). This refund is your sole and exclusive remedy for any failure to achieve the Guaranteed Outcome.

6.3 Conditions & Exclusions. The Guarantee is conditioned on: (i) your timely cooperation and provision of accurate documentation (e.g., proof of ownership/residency and identity); (ii) provision of a good-faith list of URLs/screenshots to be addressed; (iii) the property not being actively listed for sale or rent during the Guarantee Window; and (iv) no re-listing, feed updates, or republication you initiate or authorize during the Guarantee Window. The Guarantee does not apply to: (A) images outside the Guaranteed Platforms; (B) embedded copies, reposts, mirrors, screenshots, social media posts, or blogs not controlled by the Guaranteed Platforms; (C) government or public agency data; (D) outages or service changes by third parties; (E) content that the platform is legally required to retain; (F) re-appearance after an initial removal/suppression caused by a new listing, data feed, or third-party republication; or (G) delays caused by your failure to timely respond or verify.

6.4 Best-Efforts for All Other Sites (Not Guaranteed). HPP will make diligent, good-faith best efforts to remove or suppress property photos from other websites and services across the internet beyond the Guaranteed Platforms. In our experience, many such removals are successful; however, outcomes and timelines for non-Guaranteed Platforms are not promised, and no refunds are available for those efforts except as expressly stated in Section 5 or an Order.

7. Prohibited Uses & Representations

You agree not to use the Services to: (i) submit fraudulent, misleading, or unlawful requests; (ii) interfere with, disrupt, or burden Third-Party Platforms; (iii) violate privacy, publicity, intellectual property, or contractual rights of others; or (iv) circumvent access controls or engage in scraping, hacking, or unauthorized access. You represent and warrant that any materials you provide (documents, images, statements) are accurate and that you have all rights necessary to share them with HPP and to authorize the actions described in these Terms.

8. Privacy & Data Security

Your submission of personal information (e.g., identification documents, addresses, deeds, leases) is governed by our Privacy Policy, which is incorporated by reference. We implement commercially reasonable administrative, technical, and physical safeguards appropriate to the nature of the information we process. You acknowledge that electronic transmission and storage carry inherent risks. We will retain your information only as long as reasonably necessary to provide the Services, comply with law, or resolve disputes.

9. User Content License

Solely to perform the Services, you grant HPP a worldwide, non-exclusive, royalty-free, sublicensable, and transferable license to use, reproduce, modify, adapt, translate, create derivative works from, transmit, and disclose your submissions and documentation (including your name, property address, images you submit, and proof-of-ownership/authorization) as reasonably necessary to: (a) verify your identity and authority; (b) prepare, submit, track, and follow up on removal/suppression/blur requests; (c) compile and deliver reports to you; and (d) comply with law or valid legal process. You retain ownership of your submissions. This license ends when the Services for the relevant property are complete and we have no ongoing legal obligation to retain the content, except that we may retain archival copies and records as required by law or for legitimate business purposes (e.g., dispute resolution and audit).

10. Intellectual Property; Site Use

The Services, our website, software, workflows, and all content therein (excluding your submissions) are owned by HPP or its licensors and are protected by intellectual property laws. We grant you a limited, non-exclusive, non-transferable license to access and use the Services for your personal or internal business purposes in accordance with these Terms. All rights not expressly granted are reserved.

11. Feedback

If you provide ideas, suggestions, or feedback, you grant HPP a perpetual, irrevocable, worldwide, royalty-free license to use and exploit that feedback without restriction, attribution, or compensation.

12. Disclaimers

EXCEPT FOR THE LIMITED GUARANTEE IN SECTION 6, THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE MAXIMUM EXTENT PERMITTED BY LAW, HPP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE. HPP DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, OR THAT ANY PARTICULAR OUTCOME (OTHER THAN THE LIMITED GUARANTEE IN SECTION 6) WILL BE ACHIEVED.

13. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, HPP AND ITS AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, AND SUPPLIERS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, GOODWILL, OR BUSINESS OPPORTUNITY, ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, HPP’S TOTAL LIABILITY FOR ANY CLAIMS ARISING OUT OF OR RELATING TO THE SERVICES OR THESE TERMS WILL NOT EXCEED THE AMOUNTS YOU PAID TO HPP FOR THE SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTHS PRECEDING THE EVENT GIVING RISE TO LIABILITY. Some jurisdictions

do not allow certain limitations; some of the above may not apply to you.

14. Indemnification

You will defend, indemnify, and hold harmless HPP and its affiliates, officers, employees, and agents from and against all claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or related to: (a) your use of the Services; (b) your breach of these Terms; (c) your submissions or requests; or (d) your violation of law or third-party rights.

15. Suspension & Termination

We may suspend or terminate your access to the Services immediately for violations of these Terms, suspected fraud, non-payment, risk, or as required by law. You may cancel at any time as described in Section 5. Upon termination, your license ends and you must stop using the Services; Sections that by their nature should survive (including 6-19) will continue to apply.

16. Dispute Resolution; Arbitration; Class Action Waiver

Informal Resolution. Before filing a claim, you agree to try to resolve the dispute informally by emailing legal@homeprivacyprotector.com with a description of the dispute. If not resolved within 30 days, either party may commence arbitration as set forth below.

Arbitration. Any dispute, claim, or controversy arising out of or relating to these Terms or the Services that cannot be resolved informally will be resolved by binding arbitration administered by the American Arbitration Association (AAA) under its Commercial Arbitration Rules. The place of arbitration will be Travis County, Texas unless the AAA rules or applicable law require a different location; the language will be English. Judgment on the award may be entered in any court with jurisdiction. **Class Actions Waiver.** YOU AND HPP AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. **Opt-Out.** You may opt out of arbitration within 30 days of first accepting these Terms by sending written notice to legal@homeprivacyprotector.com with subject line "Arbitration Opt-Out." **Small Claims.** Either party may bring an individual action in small claims court in Travis County, Texas instead of arbitration.

17. Governing Law & Venue

These Terms and any disputes (whether in arbitration or, if permitted, in court) are governed by the laws of the State of Texas, without regard to its conflicts of law rules. Subject to Section 16, the exclusive jurisdiction and venue for any action not subject to arbitration will be the state and federal courts located in Travis County, Texas, and you consent to the personal jurisdiction of those courts.

18. Changes to the Services or Terms

We may modify the Services and these Terms from time to time. If we make material changes, we will provide notice (e.g., by posting to our site, email, or in-product notice). Changes become effective when posted unless otherwise specified. Your continued use after the effective date constitutes acceptance of the updated Terms.

19. Force Majeure

HPP is not responsible for delays or failures caused by events beyond our reasonable control, including acts of God, labor disputes, acts of government, internet or telecommunications failures, platform outages, cyberattacks, or other force majeure events.

20. Assignment

You may not assign or transfer these Terms or your rights or obligations without our prior written consent. We may assign these Terms without restriction, including to an affiliate or in connection with a merger, acquisition, or sale of assets.

21. Notices

Notices to HPP must be sent to legal@homeprivacyprotector.com. We may provide notices to you via email, your account, or by posting to our website.

22. Entire Agreement; Waiver; Severability

These Terms (together with any Order and our Privacy Policy) are the entire agreement between you and HPP regarding the Services and supersede all prior or contemporaneous agreements. Our failure to enforce a provision is not a waiver. If any provision is found unenforceable, it will be modified to the minimum extent necessary to be enforceable, and the remainder will remain in effect.

23. International Use

We primarily serve customers in the United States and Canada. We do not represent that the Services are lawful or appropriate in other jurisdictions. You are responsible for compliance with local laws.

24. Contact

Questions about these Terms? Contact us at support@homeprivacyprotector.com.

Exhibit A – Service-Specific Disclosures (Informational)

The following are illustrative only and may vary by Order:

1. Scope. One-time audit and removal request project covering specified URLs on named Third-Party Platforms; optional add-on monitoring for new or re-appearing images.
2. Timeline. Typical outreach begins within 1–3 business days after onboarding, subject to receipt of complete documentation. Platform response times vary.
3. Documentation. To verify identity/authority, HPP may request: government-issued ID, deed/closing statement, lease agreement, utility bill, or written authorization from the titled owner. Refusal to provide documentation may limit our ability to act.
4. Limitations. Certain images may be required by law, MLS rules, or seller/buyer contracts to remain available for defined periods. Some platforms cache or mirror content beyond our control.
5. Re-appearance. If content re-appears due to new data feeds or re-listing, additional outreach may be required and may be billed per Order.
6. Communication. You authorize HPP to communicate with listing agents, brokers, MLS operators, and platforms using your name and documentation as reasonably necessary to process requests.