

VOUCHMATCH

Privacy Policy

How VouchMatch collects, uses, shares, and protects your personal information.

Effective: March 11, 2026 | VM-PP-002 | v2.0

1. Introduction and scope

Awaze Holdings LLC, a Delaware limited liability company doing business as VouchMatch ("VouchMatch," "we," "us," or "our") is committed to protecting your personal information and your right to privacy. This Privacy Policy explains what personal information we collect, why we collect it, how we use and share it, and the rights and choices you have.

This Policy applies to all users of the VouchMatch platform (vouchmatch.com) and related services, including Vouchers, Seekers, and Catches, as well as visitors to our website who have not created an account.

By using the Platform, you acknowledge that you have read and understood this Policy. Where required by law, we will seek your explicit consent before processing certain categories of your data.

2. Information we collect

2.1 Information you provide directly

- Contact information: full name, email address, phone number;
- Profile information: date of birth, city/region of residence, photographs, biographical description, relationship preferences;
- Identity and background information submitted by Vouchers about Seekers, including character descriptions and relationship history;
- Sensitive personal information that you choose to disclose voluntarily (see Section 5);
- Communications you send to us, including support requests and feedback.

2.2 Information we collect automatically

- Pages and features accessed, time spent, and interaction patterns on the Platform;
- Log data: timestamps, referring URLs, and error reports;

2.3 Information from third parties

If a Voucher submits information about you, we receive that information as part of the nomination process. By completing your Seeker onboarding, you consent to VouchMatch holding and using that information in accordance with this Policy.

3. How we use your information

We use the information we collect for the following purposes:

- To create, verify, and manage your account;
- To facilitate introductions and matches between Platform users;
- To communicate with you about your account, the Platform, and relevant updates;
- To detect, investigate, and prevent fraud, abuse, and violations of our Terms of Service;
- To analyze usage patterns and improve the Platform's features and functionality;
- To comply with our legal obligations;
- To enforce our Terms of Service and other agreements.

We will never sell, rent, or lease your personal information to third parties for their own marketing purposes. We do not engage in cross-context behavioral advertising using your personal information.

4. Legal basis for processing

We process your personal information on the following legal bases:

- Contract performance: processing necessary to operate the Platform and provide the services you requested;
- Legitimate interests: processing for fraud prevention, security, and Platform improvement — in each case balanced against and not overriding your fundamental rights and interests;
- Legal obligation: processing required by applicable law;
- Consent: for sensitive personal information (see Section 5) and for certain communications and cookies — consent may be withdrawn at any time without affecting the lawfulness of prior processing.

5. Sensitive personal information

Certain categories of information are afforded heightened protection under applicable law: racial or ethnic origin, national origin, religious beliefs, sexual orientation or gender identity, health information, and biometric data.

VouchMatch collects such information only where you or your Voucher voluntarily disclose it, and only with your explicit, separate consent. This information is used solely to facilitate relevant, preference-aligned introductions. You may decline to provide any sensitive information without being excluded from the Platform. You may withdraw your consent at any time by contacting hello@vouchmatch.com.

6. Information we share with third parties

VouchMatch does not sell your personal information. We may share your information in the following limited circumstances:

- Service providers: we share information with third-party vendors who help us operate the Platform (e.g., cloud hosting, email delivery, analytics), each bound by confidentiality obligations and restricted from using your data for any other purpose;
- Other users: we share limited profile information with other Platform users only to the extent authorized by you and necessary to facilitate an introduction;
- Business transfers: in the event of a merger, acquisition, financing, or sale of all or a portion of VouchMatch's assets, your information may be transferred as part of that transaction. We will provide notice before your information is transferred and becomes subject to a different privacy policy;
- Legal and regulatory: we may disclose your information to law enforcement, courts, regulators, or other authorities where required by law, court order, or where we believe disclosure is necessary to protect the safety or rights of any person;
- With your consent: for any other purpose with your prior explicit consent.

7. Data retention

- Active accounts: we retain your personal information for as long as your account is active and as needed to provide you with the Platform.
- Account closure: following account closure, we will delete or irreversibly anonymize your personal data within ninety (90) days, except where: (a) we are required by law to retain it longer; (b) it is reasonably necessary for legitimate business purposes such as fraud prevention or dispute resolution; or (c) it is contained in backup archives, which are purged on a rolling schedule.

8. Your privacy rights

Depending on your location, you may have the following rights:

- Access: request confirmation of whether we hold personal information about you, and obtain a copy;
- Correction: request that we correct inaccurate or incomplete information;
- Deletion: request that we delete your personal information (subject to legal retention obligations and ongoing contractual needs);

- Portability: request a structured, machine-readable copy of your data;
- Objection / restriction: object to or request restriction of certain processing activities;
- Withdrawal of consent: withdraw consent at any time for any processing based on consent.

California residents (CCPA / CPRA)

In addition to the above, California residents have the right to: (a) know the categories and specific pieces of personal information collected, disclosed, or sold; (b) opt out of the sale or sharing of personal information (we do not sell or share your data for advertising); (c) non-discrimination for exercising privacy rights; and (d) limit the use and disclosure of sensitive personal information. VouchMatch does not have actual knowledge of selling personal information of California residents under 16 years of age.

Canadian residents (PIPEDA / Quebec Law 25)

Canadian residents have rights under the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial laws. Quebec residents have additional rights under Law 25 (Act respecting the protection of personal information in the private sector), including the right to data portability in a structured, technological format, the right to be informed of automated decision-making, and the right to withdraw consent with limited exceptions.

To exercise any of the above rights, contact us at hello@vouchmatch.com. We will respond within thirty (30) days (or the period required by applicable law). We may require you to verify your identity before processing your request.

9. Data security

We implement industry-standard technical and organizational safeguards designed to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These include encryption in transit (TLS), access controls, and regular security reviews.

In the event of a data breach that is likely to result in a risk to your rights and freedoms, we will notify affected users and applicable regulators within the timeframes required by law (72 hours under PIPEDA breach reporting requirements; promptly under applicable US state laws). We will notify you of breaches affecting your information via the email address on your account.

No method of internet transmission or electronic storage is 100% secure. While we strive to use commercially reasonable means to protect your information, we cannot guarantee absolute security.

11. Third-party links

The Platform may contain links to third-party websites or services. VouchMatch is not responsible for the privacy practices of those third parties. We encourage you to review the privacy policies of any third-party sites you visit.

12. Children's privacy

The Platform is not directed to individuals under 18 years of age. We do not knowingly collect personal information from anyone under 18. If you believe we have inadvertently collected such information, please contact us immediately at hello@vouchmatch.com and we will promptly delete it.

13. Changes to this policy

We may update this Privacy Policy from time to time. Material changes will be communicated via email to the address on your account at least thirty (30) days before taking effect. The updated Policy will display the new effective date at the top of the document. Your continued use of the Platform after the effective date constitutes acceptance of the revised Policy.

14. Contact and data controller information

Awaze Holdings LLC, doing business as VouchMatch, is the data controller for personal information collected through the Platform.

Email: hello@vouchmatch.com

Website: vouchmatch.com

For privacy-specific requests and complaints, please use the subject line: "Privacy Request — [your name]."

Privacy consent acknowledgment

By agreeing, I confirm that I have read and understood this Privacy Policy and explicitly consent to the collection, use, and disclosure of my personal information as described.