

Privacy Policy

Last Updated: September 9, 2025

Dwelling Management, Inc., d.b.a. Topline Pro (“we,” “our,” or “us”) provides websites and communication tools for local service professionals (the “Platform”). When you submit a request, message a professional, or interact with the Platform, your information is collected by us and shared. This Policy explains how we, Dwelling Management, Inc., d.b.a. Topline Pro, collect, use, and share your information as the platform provider. For the avoidance of doubt, this Policy does not cover how the professionals you are contacting collect and handle your information, which is governed by their own business and privacy practices.

Information We Collect

We collect the information you choose to provide when filling out forms or having conversations via the Platform, including but not limited to:

- Name, email address, phone number, and service details
- Messages, files, or attachments you submit
- Technical information such as browser, device type, and IP address

We also collect information automatically through cookies, pixels, and similar technologies to understand usage, improve our platform, and support analytics.

Communications Between Homeowners and Professionals

When you communicate with a service professional through the Platform (including via form submission, text message, voice chat, or online chat), we facilitate and may capture the content and metadata of those communications. This allows us to:

- Deliver the form and conversation to the intended recipient
- Maintain records for customer support and dispute resolution
- Monitor for spam, fraud, or misuse
- Improve the quality and reliability of our services

We may use third-party providers for SMS and calls, AI-responses and processing, and chat infrastructure providers to enable these services. These providers process information on our behalf and under their own privacy terms.

How We Use Your Information

We use collected information to:

- Deliver your request or communication to the service professional
- Facilitate conversations between homeowners and professionals
- Share information and analytics with professionals
- Improve, secure, and maintain our platform
- Conduct analytics to enhance features and user experience
- Prevent fraud and support troubleshooting

We do **not** sell your personal information.

How We Share Your Information

We may share your information in the following ways:

- **With the service professional you contacted** so they can respond to your request or communication
- **In aggregate analytics with service professionals** to inform their business
- **With trusted third-party partners** that help us operate the Platform, including:
 - A2P text message, phone call, and forwarding number partners
 - AI Model Providers
 - Analytics and tracking providers
 - Hosting and security providers

We may also disclose information if required by law or as part of a merger, acquisition, or business transfer.

Cookies and Tracking

The Platform uses cookies and tracking technologies to:

- Recognize repeat visitors
- Monitor site traffic and performance
- Understand user behavior for platform improvements
- Support marketing and retargeting (where applicable)

You can control cookies through your browser settings. Disabling cookies may limit some functionality.

Data Retention

We retain form submissions and communications for as long as necessary to provide services, support customer requests, comply with legal obligations, and ensure security. The service professional you contact may also retain your information separately under their own privacy practices.

Security

We use industry-standard technical and organizational measures to protect personal information. However, no method of online transmission or storage is 100% secure.

Your Rights

Depending on your location, you may have rights to access, update, or delete your personal information. To exercise these rights, contact us at support@toplinepro.com. For requests related to how a service professional uses your information, please contact them directly.

Changes

We may update this Policy from time to time. The “Last Updated” date reflects the most recent version.

Contact Us

If you have questions about this Policy, please contact us at support@toplinepro.com.