

Contact and reports

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The Polish version of this document is legally binding. This translation is here to help you understand it. [Polish version](#)

Operator details

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Entered in CEIDG (the Central Register and Information on Economic Activity, the Polish business register)

E-mail: info@handyman24.eu

How to contact us

Choose the way that suits you. A human always replies, not a bot.

- **The “Help” form** in the app and on the website – it also works without logging in. Choose a topic, and your case goes straight to the right person. You can attach up to 3 screenshots.
- **E-mail: info@handyman24.eu.**

We write in Polish, Ukrainian, Russian and English. You will get the reply by e-mail and, if you have an account, also in the “My requests” tab. We do not run a helpline with a human agent. Calls to +48 22 230 48 00 are answered only by an AI assistant that helps you place a Job (Privacy Policy, section 14). Account matters and reports are handled in writing.

Mark urgent matters – threats, a dangerous situation at the work site, a hacked account – with the relevant topic in the form. We check such reports every day, including weekends. If someone is in danger, call **112** first.

For authorities and the European Commission

Point of contact under Article 11 of the Digital Services Act (DSA): info@handyman24.eu. We communicate in Polish and English.

Report illegal content

Anyone – including a person without an account – can report content on the Platform that they consider illegal (Article 16 DSA): a Job, an Offer, a message, a review, a photo or a profile.

How to report: with the “Report” button next to the content, or by e-mail to info@handyman24.eu with the subject “Content report”. Give:

1. why you consider the content illegal;
2. exactly where it is – a link or the number of the Job, Contract or review;
3. your first name and surname and e-mail address (you do not have to give them if you are reporting content related to child sexual abuse);
4. a statement that you are reporting in good faith and that the information is, to the best of your knowledge, true and complete.

What happens next:

- we confirm receipt of the report immediately;
- the report is reviewed by a human; clearly illegal content and content that threatens safety – within 24 hours, other content usually within 72 hours;
- we tell you about the decision and whether we used automated tools to make it;
- the author of the content receives the reasons for the decision and can challenge it.

If content points to a crime that threatens life or safety, we notify the police or the public prosecutor’s office.

The rules that apply on the Platform and how moderation works are described in the [Terms of Service](https://www.handyman24.eu/en/terms-of-service/) (<https://www.handyman24.eu/en/terms-of-service/>), § 6–7.

Complaints

You can file a complaint about the Platform (your account, the HandyCoin Account, commission, moderation decisions) through “Help” or by e-mail. We reply within 14 days. A complaint about work done by a Professional is filed with the Professional, and the “File a complaint” button next to a completed Contract will help you do this. Details: [Terms of Service](https://www.handyman24.eu/en/terms-of-service/) (<https://www.handyman24.eu/en/terms-of-service/>), § 8.

Out-of-court disputes

A Consumer may use the help of a municipal or district consumer ombudsman, the provincial inspector of the Inspekcja Handlowa (Trade Inspection) or a permanent consumer arbitration court. You will find the list of these bodies at polubowne.uokik.gov.pl (<https://polubowne.uokik.gov.pl>).

Supervision

Compliance with the Digital Services Act in Poland is supervised by the Digital Services Coordinator. Personal data protection is handled by the President of UODO (the Polish Data

Protection Authority), and consumer rights by the President of UOKiK (Office of Competition and Consumer Protection).