

Appendix 3 to the HandyMan24 Terms of Service. Messages and contact details

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

§ 1. Conversation on the Platform

1. The Client and the Professional have one conversation per pair within a given Job. The conversation is opened by an Offer, or by a question from the Professional about a published Job that the Professional sees in their list. The Client sees the conversation from the first message.
2. The conversation also stays open after the Contract ends. Messages cannot be edited or deleted once sent, because they are evidence in a dispute and in a complaint.
3. Any User may block the other person in a conversation. This is a personal decision and does not affect that person's account.

§ 2. Translation

1. We automatically translate the Job description, the comment on an Offer and messages into the recipient's language. The translation is done by an artificial intelligence model and is marked as a translation; the original text is always shown next to it.
2. In the event of any discrepancy, the **original text** is binding – including as to the scope of work, price and date. If anything in the translation is unclear, ask the other party.

§ 3. When contact details are visible

1. The parties' phone numbers and full names are visible **only after a Professional is chosen**, only within that Contract and only until it ends (Appendix 1, § 4).
2. We automatically hide phone numbers, e-mail addresses, messenger names and links in messages, Offers and Jobs sent before the choice is made. In their place the recipient sees a marker, e.g. "[phone number]". The sender is told that the text was hidden and under which point. We keep the original as evidence. If the hiding was a mistake, you can report it and a staff member will reverse it.
3. You must not pass on contact details before the choice in a way meant to get around the hiding (e.g. digits written out as words, in a photo, in the name of the work).

§ 4. Ban on bypassing the Platform

1. Commission is the fee for the Platform having brought about the Contract. For that reason, with regard to the work from a specific Job, you must not:
 1. arrange to have that work done outside the Platform to avoid commission;
 2. suggest such an arrangement to the other party;
 3. cancel the Contract, claiming that the work will not be done, and then do it.
2. This ban does not restrict the Professional from working for clients found outside the Platform or from offering other prices or terms elsewhere.
3. Anyone who bypasses the Platform loses its protection: the dispute, the complaint on the Platform and the ability to leave a review. The consequences for the account are described in Appendix 5.

§ 5. Staff access to conversations

1. Our staff do not read conversations routinely. They open a conversation only when this is needed to handle a report, dispute, complaint or appeal, or to check a signal of abuse. Every such access is recorded in a log.

§ 6. Security

1. HandyMan24 never asks for your password, SMS code or card details, or for payment to a "Platform account" for a Professional's work. Such a request is a fraud attempt – report it with the "Report" button next to the message.
2. Do not open links and files from people you do not know. Do not pay in advance for work that has not been agreed.