

# Appendix 6 to the HandyMan24 Terms of Service. Verification, levels and permissions

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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. Two Professional levels

1. Verification is a level, not a condition for working. A Professional can submit Offers as soon as they have completed their profile.
2. **Level 1 – “Identity not checked”**. The Professional gives their first name and surname, address, a phone number confirmed with an SMS code, a confirmed e-mail address, work categories and area of operation. Access is automatic. Next to the Offer, the Client sees the label “Identity not checked”.
3. **Level 2 – “Identity confirmed”**. In addition, the Professional:
  1. as an entrepreneur – gives their NIP (tax ID), and we check the data in public registers (CEIDG (business register) or KRS (National Court Register), REGON, the VAT taxpayer list); this usually takes a few minutes;
  2. as a private person – confirms their identity with a document, and our staff member compares the data;
  3. in both cases – adds a clear photo of their face, which will be visible in the profile.

Level 2 is granted by a staff member. We do not compare the face in the photo with the document automatically.

4. The commission rate is the same at both levels (Appendix 2, § 4).

## § 2. Level 1 limits

1. At level 1:
  1. the Professional does not receive urgent jobs;
  2. they may have at most **2** Contracts at a time with the status “Worker chosen”, “In progress” or “Done”;
  3. they do not receive the verification bonus.
2. We may require identity confirmation from all level 1 Professionals if the law or Clients’ safety requires it. We will give advance notice under the procedure in the Terms of Service, § 12, unless the law requires immediate action.

### § 3. What the Client sees

1. The Client does not see the Professional's documents or their verification data. The Client sees labels: the identity level, "Business" or "Private person" (based on the Professional's declaration), and confirmed qualifications (§ 5).
2. Before the choice, the Client sees the Professional's first name and the first letter of their surname (for a company, its full name); after the choice, the full first name and surname.
3. The languages the Professional has listed in their profile are their own declaration; we do not check them.

### § 4. Tax data (DAC7)

1. As a platform operator, we are required to collect Professionals' data and report it once a year to the Head of the National Revenue Administration (Division IIIA of the Act on the exchange of tax information with other countries, the DAC7 directive). This applies to every Professional, regardless of level, from the first Contract.
2. With the first Contract we ask for: first name and surname or business name, address, PESEL (Polish national ID number) or NIP, date of birth, bank account number, and a declaration whether the Professional is an entrepreneur. What we report and when is described on the Taxes and DAC7 (<https://www.handyman24.eu/en/taxes-dac7/>) page.
3. If the Professional does not provide the data, we remind them twice. **60 days** after the first request, we suspend the ability to submit Offers until the data is completed. This is a statutory requirement, not a penalty (Appendix 5, § 3).
4. By **31 January** each year, we send the Professional a copy of the information we reported about them for the previous year.

### § 5. Professional qualifications

1. A Professional may add qualifications that can be checked in a public register (e.g. F-gas, building licences, UDT (Office of Technical Inspection), renewable energy (OZE) installer). We check them in the register and show them as a badge. On clicking it, the Client sees the issuing body, the number, the expiry date, a link to the register and the date of the check.
2. When the register entry expires, the badge disappears. This is not a violation.
3. The badge only says that the entry exists in the register. It does not confirm the quality of work. The Professional is responsible for holding the qualifications the law requires for a given piece of work.

## **§ 6. Document retention**

1. We delete the scan or photo of the identity document **30 days** after the verification decision, unless proceedings are pending in which it is evidence. Other data and retention periods are described in the Privacy Policy (<https://www.handyman24.eu/en/polityka-prywatnosci-3/>).
2. Providing forged documents or someone else's documents violates the Terms of Service (Appendix 5, § 1 point 14).

## **§ 7. Professional's public page**

1. A Professional may have a public page with their first name and the first letter of their surname (or company name), photo, city and area of operation, work, reviews, and "before and after" photos shared with the Client's consent. We ask for consent to the public page in the profile; it can be withdrawn at any time.
2. Search engines index the page only when the Professional has level 2 and at least one confirmed Contract.

## **§ 8. Test and training**

1. A Professional may voluntarily take a test on using the Platform and a training job. A training job is not a real order: we do not charge commission for it, no reviews are left and it does not count towards statistics. For passing the test we grant a bonus (Appendix 2, § 6).