Homeowner Service Agreement

Groupbee Pte. Ltd. (UEN 202537015D)

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Parties	Groupbee Pte. Ltd. ("Groupbee", "we", "us") and you, the individual registering as a homeowner ("Homeowner", "you").
Platform	groupbee.sg — Next.js app hosted on Vercel (Singapore region, sin1). Database: Supabase Postgres (Singapore region, ap-southeast-1).
Data protection	Singapore Personal Data Protection Act 2012 (PDPA). DPO: Tan Yan Wei — yanwei@groupbee.sg
Governing law	Republic of Singapore

1. Definitions

1.1 "Estate" means the specific HDB BTO or Executive Condominium (EC) development you register under.

1.2 "Interest Submission" means the form you submit expressing interest in a category of home-related service (e.g. renovation, aircon, defect inspection, curtains & blinds, smart home) for your Estate.

1.3 "Lead" means your Interest Submission and associated personal data as it appears to approved Vendors in VendorOS.

1.4 "Vendor" means a home-service business approved by Groupbee to serve your Estate in a given category.

1.5 "VendorOS" means Groupbee's vendor-facing CRM dashboard through which Vendors view and manage Leads.

1.6 "Lead Forwarding" means a vendor-controlled optional feature whereby a copy of your Lead data is automatically emailed to a Vendor's nominated CRM or inbox address via Resend (a third-party transactional email service).

1.7 "Exported Data" means your Lead data downloaded by a Vendor from VendorOS in CSV or XLSX format.

1.8 "Personal Data" has the meaning given in the PDPA.

1.9 "DM Inbox" means the in-platform messaging feature through which you and a Vendor can exchange messages and attachments in a conversation thread between you and that Vendor.

1.10 "Conversation Data" means the messages and attachments you send or receive through the DM Inbox, together with related information such as the time each message was sent, the Vendor concerned, and your Estate and the service category.

2. Nature of Service

2.1 Groupbee is a demand-generation and lead-matching platform. It connects Homeowners with home-service Vendors at the estate level. Groupbee is not a contractor, renovation firm, or service provider and is not a party to any agreement you reach with a Vendor.

2.2 Groupbee does not vet, endorse, or warrant the quality, pricing, licensing, safety, or workmanship of any Vendor. You are responsible for conducting your own due diligence before engaging any Vendor.

2.3 Groupbee currently operates on an open-marketplace basis during its pilot/beta phase — there is no slot cap, exclusivity, or guaranteed Vendor response.

3. Eligibility & Registration

3.1 You must be at least 18 years old and legally capable of entering into a binding contract under Singapore law.

3.2 You must be, or expect to become, the owner or occupier of a unit in the Estate you register under.

3.3 When you register, we collect the following personal data from you: full name, email address, phone number, estate, renovation stage, move-in date, and acquisition source (how you heard about us). You agree to provide accurate information and update it if it changes. Your information may be shared with approved vendors and may be exported by those vendors to their own systems.

3.4 Groupbee collects, uses and discloses your personal data for:

(a) creating and maintaining homeowner accounts;

(b) matching homeowners with relevant vendors;

(c) enabling vendor communication;

(d) administering and improving the platform;

(e) complying with legal obligations;

(f) investigating fraud, abuse, security incidents and disputes;

(g) operating the DM Inbox, including delivering and storing messages, notifying you and Vendors of new messages, preventing misuse, handling reports, and measuring message volumes and response times for Vendor and platform analytics.

4. Interest Submission & Lead Visibility

4.1 When you submit an Interest Submission and provide consent via the combined PDPA & Terms of Service checkbox, you will be deemed to agree to the Terms of Service and consent to Groupbee collecting, using and disclosing your personal data to approved vendors for the purposes described in the Privacy Notice, and the following data becomes immediately visible to all approved Vendors serving your Estate in the selected category through VendorOS:

- Full name
- Phone number
- Estate as registered
- Move-in date and renovation stage
- Category of service you have expressed interest in
- Budget range and timing preferences (if provided)

4.2 Note on email address: Your email address is visible to Vendors within VendorOS but is deliberately excluded from Lead Forwarding emails sent to a Vendor's external CRM or inbox. This is a privacy design decision — your email is available to a Vendor in-platform but is not automatically forwarded outside Groupbee's system.

4.3 You consent to this disclosure as set out above by submitting an Interest Submission. You may withdraw consent at any time as described in Clause 7.

4A. Direct Messaging (DM Inbox)

4A.1 You may use the DM Inbox to message any Vendor approved to serve your Estate. A Vendor may start a conversation with you only if you have an open enquiry with that Vendor (a Lead) or have RSVP'd to one of that Vendor's Demo Day events. In all other cases a Vendor may only reply to a conversation that you have started.

4A.2 Sending a message does not by itself submit an Interest Submission or create a Lead. A Lead is created only when you submit an Interest Submission, including by using the "Express Interest" function.

4A.3 Your messages and attachments are visible to the Vendor you are messaging. Within that Vendor, they are visible to the Vendor's account owner and to the sales representative whom the Vendor has assigned to your Estate. If the Vendor reassigns your Estate to another representative, the new representative will be able to see the earlier messages in the conversation.

4A.4 When a new message is sent, the recipient is notified by email (delivered through Resend; see Clause 8.1). These emails do not include the text of the message or your phone number, and the notification sent to a Vendor identifies you by your Estate rather than by name.

4A.5 You may attach files to a message, subject to the file types and size limits shown in the platform (currently up to 2.5 MB per attachment). Groupbee checks the contents of attachments and may reject a file that does not match its stated type. You must not send anything unlawful, harmful or malicious, and should not share sensitive details such as NRIC numbers, bank or card details or passwords through the DM Inbox.

4A.6 You must use the DM Inbox in good faith and in line with Clause 10, and must not use it to harass, abuse or spam anyone. Groupbee may restrict your use of the DM Inbox, or suspend your account under Clause 12.2, if you breach this Clause 4A.

4A.7 Either you or a Vendor may report a conversation. If a conversation is reported, authorised Groupbee administrators may open and read it in order to review the report; they cannot reply to or delete messages in it. Each time an administrator opens a reported conversation, or closes a report, Groupbee records the administrator, the time and the report identifier in an audit log. The audit log does not copy the messages, any names or the reason given for the report.

4A.8 If a Vendor's account is paused (for example, because its subscription has lapsed), you and the Vendor can still read existing conversations, but neither of you can send new messages until the Vendor's account is active again. If Groupbee suspends a Vendor's account, the Vendor cannot access the DM Inbox or any other part of VendorOS for as long as the suspension lasts. You can still read your existing conversations with that Vendor and can still report a conversation (Clause 4A.7), but you cannot send new messages until the Vendor's account is reinstated.

4A.9 Groupbee keeps Conversation Data in its own systems for 12 months after the last message in a conversation, or until you ask for deletion under Clause 7 (if earlier), unless a longer period is needed to deal with a report, dispute or legal obligation (see Clause 9.3). If you delete your account, your conversations are deleted for the Vendor as well or, if your account is anonymised instead, every message in them (from both sides) is erased and any photos are removed. Copies that a Vendor has saved outside Groupbee cannot be reached by Groupbee (see Clause 6.5).

4A.10 Groupbee does not routinely read conversations. Apart from a reported conversation (Clause 4A.7), Groupbee will access the content of a conversation only where necessary for the purposes in Clause 3.4(f) or where required by law. Groupbee does not guarantee that a Vendor will reply or that anything a Vendor says is accurate. Anything you agree with a Vendor, including a quote, is between you and that Vendor only (see Clause 2.1).

5. How Your Data Reaches Vendors — Three Channels

Groupbee's platform has three distinct channels through which your Lead data may reach a Vendor. You should be aware of each:

Channel	What the Vendor receives	Notes
VendorOS (in-platform)	Name, phone, email, estate, move-in date, renovation stage, category, budget, timing preferences	All active approved Vendors for your estate and category. Immediate upon submission.
Lead Forwarding (external email)	Name, phone, estate, category, budget, timing preferences. Email address deliberately excluded.	Only if the Vendor has enabled forwarding. Sent via Resend (transactional email service). Reaches the Vendor's CRM or inbox outside Groupbee's systems.
CSV / XLSX Export	Full lead data including name, phone, email, estate and preferences	Vendor-triggered. Every export is audit-logged by Groupbee in our lead_export_log. Data leaves Groupbee's systems onto the Vendor's device.

5A In addition to the three channels above, anything you write or attach in a DM Inbox conversation is shared with the Vendor you are messaging, as described in Clause 4A.3. Because you decide what to write, please do not include more personal information than you are comfortable sharing with that Vendor.

6. Data Exports & The Deletion Limitation — Important Notice

6.1 Where a Vendor exports your Lead data as CSV or XLSX, that Exported Data resides on the Vendor's device or systems outside Groupbee's control. Groupbee maintains an audit log (lead_export_log) of every export but cannot access, modify, or delete copies held by Vendors on their own systems.

6.2 Groupbee's data deletion obligation extends only to personal data stored within Groupbee's own systems (Supabase Postgres, Supabase Auth, Supabase Storage, and Vercel). If you request deletion of your data, Groupbee will delete it from these systems and will take reasonable steps to notify the relevant Vendor of any deletion request but cannot compel or technically verify deletion of copies held outside Groupbee's systems.

6.3 Vendors are independently bound by the PDPA in respect of all personal data they hold, including Exported Data and Lead Forwarding emails. Upon disclosure of a Lead to a Vendor, the Vendor may independently collect, use and disclose personal data for purposes connected with responding to the homeowner's request and providing services requested by the homeowner. Under their Vendor Service Agreement with Groupbee, Vendors are required to: (a) use your data only to respond to your specific Interest Submission; (b) delete Exported Data upon a deletion request from you where practicable; and (c) delete all Exported Data and Lead Forwarding copies within 14 days of termination of their subscription with Groupbee.

6.4 If you wish to request deletion of your data from a specific Vendor's records, you may contact that Vendor directly or contact Groupbee's DPO at yanwei@groupbee.sg for assistance in facilitating the request.

6.5 Clauses 6.1 to 6.4 apply to Conversation Data in the same way as they apply to Lead data. Under their Vendor Service Agreement, Vendors are required to use Conversation Data only to respond to you and to provide the services you request, to delete copies they hold where practicable when you ask for deletion, and to delete all copies within 14 days after their subscription with Groupbee ends. Groupbee cannot access or delete copies that a Vendor has made on its own systems (for example by copying text or saving attachments).

7. Your PDPA Rights

7.1 Subject to exceptions under the PDPA, you have the right to: (a) access the personal data Groupbee holds about you within its own systems; (b) correct inaccurate data; and (c) withdraw consent and request deletion of data held within Groupbee's systems.

7.2 To exercise any of these rights, contact our DPO at yanwei@groupbee.sg. We will respond within 30 days and may charge a reasonable fee for access requests as permitted under the PDPA.

7.3 Withdrawal of consent will result in your Interest Submissions being closed and your profile being removed from Vendor visibility within VendorOS. Leads already shared with Vendors prior to withdrawal — whether through VendorOS, Lead Forwarding, or Export — cannot be recalled.

7.4 Where required by applicable law, Groupbee will assess and notify affected individuals and the PDPC of notifiable data breaches.

8. Third-Party Services

8.1 Groupbee uses the following third-party services that may receive your personal data. All are engaged as data intermediaries under the PDPA and are contractually required to protect your data:

- Resend — transactional email delivery service. Receives recipient email addresses and email content including lead notification emails sent to you. Resend also delivers Lead Forwarding emails to Vendors' CRM inboxes.
- Vercel — hosts the Groupbee web application (Singapore region, sin1). Processes serverless function logs; no persistent user data stored.
- Supabase — hosts the application database, authentication, and file storage (Singapore region, ap-southeast-1). All data is encrypted at rest and in transit. Row Level Security (RLS) is applied to all tables.

8.2 Stripe (payment processing) is live and is used solely to process Vendor subscription payments; it does not receive Homeowner personal data. Vendor card details are entered directly on Stripe-hosted pages and never pass through Groupbee's servers. Groupbee stores only a Stripe customer ID and subscription ID.

8.3 Groupbee embeds a Google Maps iframe on Demo Day pages. The iframe loads the venue address in your browser; Groupbee does not send any of your personal data to Google.

8.4 WhatsApp community links on the platform are outbound click-outs only. Groupbee sends nothing to WhatsApp.

9. Data Storage & Infrastructure

9.1 All primary data storage and server-side computation occurs in Singapore. Supabase (database, authentication, and storage) is hosted in the ap-southeast-1 region; the Groupbee web application runs on Vercel in the sin1 (Singapore) region.

9.2 Resend, as a transactional email provider, may process emails on servers outside Singapore in the course of email delivery. Where personal data is transferred outside Singapore, Groupbee will take appropriate measures to ensure that recipients provide a standard of protection comparable to that required under the PDPA.

9.3 Groupbee retains personal data only for as long as reasonably necessary to fulfil the purposes described in this Agreement, comply with legal obligations, resolve disputes or enforce legal rights.

10. Your Obligations

10.1 You agree to: (a) submit Interest Submissions in good faith for genuine home-service interest only; (b) not use Groupbee to solicit Vendors for unrelated purposes; (c) not submit false, misleading, or malicious information; and (d) engage with Vendors professionally.

11. Limitation of Liability

11.1 Groupbee is not liable for: any act, omission, advice, workmanship, pricing, or conduct of any Vendor; any loss arising from a Vendor-Homeowner transaction; or any use of your personal data by a Vendor outside Groupbee's control (including Exported Data and Lead Forwarding emails).

11.2 Groupbee's total liability to you for any claim arising from this agreement shall not exceed SGD 200 or the total amount you have paid Groupbee (if any) in the three months preceding the claim, whichever is higher.

11.3 Groupbee is not liable for the content of any message or attachment sent through the DM Inbox, for any statement, quote or promise made by a Vendor in a conversation, or for any loss arising from your reliance on it.

12. Termination

12.1 You may close your account at any time via Settings in the homeowner portal or by emailing yanwei@groupbee.sg. Clause 6 (deletion limitation) and Clause 11 survive termination.

12.2 Groupbee may suspend or terminate your account where you breach this agreement, engage in fraudulent conduct, or where required by law.

12.3 Clauses 4A.7, 4A.9 and 6.5 survive termination.

13. Governing Law & Disputes

13.1 This agreement is governed by the laws of the Republic of Singapore.

13.2 Disputes shall be resolved first through good-faith negotiation (30 days), then mediation at the Singapore Mediation Centre, then by the Singapore courts.

14. General

14.1 Groupbee may update this agreement with 14 days' written notice. Continued use constitutes acceptance.

14.2 If any provision is invalid, the remaining provisions continue in force.

14.3 No third party has rights under this agreement under the Contracts (Rights of Third Parties) Act 2001.

14.4 Acceptance by ticking the combined PDPA & Terms of Service checkbox at signup is valid and binding under the Electronic Transactions Act 2010.