

Operating Rules

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Glow is a technology application that performs three functions: CONNECTING Customers with Technicians; DISPLAYING information and advertising content supplied by Technicians; and SUPPORTING Platform operations. Technicians directly and independently provide Services to Customers.

The Service categories currently available on the Glow Platform are set out in Annex A. Services listed as prohibited in Annex A may not be offered, advertised, or arranged on or through the Glow Platform. Licensing and certification requirements applicable to particular Service categories are set out in Annex B. Additional categories may be introduced only when validly published by Glow and where the applicable legal and regulatory requirements are satisfied.

I. GENERAL PRINCIPLES

The Glow App is made available and operated in the Philippines by GLOW BOOKING TECH INC. (the "Company" or "Glow"), a corporation organized and existing under the laws of the Republic of the Philippines, as an independent technology platform serving the Philippine market.

Technicians on the Glow App are independent individuals who register accounts to directly provide Services to Customers. A Technician is not an employee, agent, representative, trustee, or member of Glow's personnel; independently decides whether to accept or reject each order; determines the manner, method, tools, and means of performing the work; organizes their own schedule; and remains responsible for the Services they provide.

A Customer is an individual or organization seeking to find, book, or use Services directly provided by a Technician through tools made available on the Glow Platform.

Users transacting through the Glow App are free to agree on transaction terms, subject to applicable law and the lawful rights and interests of all parties. Information provided by any User of the Glow App must be accurate, complete, truthful, and not misleading.

Services offered or arranged through the Glow App must comply with applicable Philippine law and may not include services that are prohibited or unlawfully advertised.

Transactions through the Glow App must be conducted transparently and fairly, with due regard for the lawful rights and interests of Customers and other Users, consistent with the Consumer Act of the Philippines (Republic Act No. 7394), the Electronic Commerce Act of 2000 (Republic Act No. 8792), and the Internet Transactions Act of 2023 (Republic Act No. 11967) to the extent applicable.

These Operating Rules are intended to operate in accordance with applicable laws and regulations of the Republic of the Philippines. Each User is responsible for understanding and complying with the legal obligations applicable to their own conduct and agrees to comply with these Operating Rules when using the Glow App.

II. GENERAL PROVISIONS

Electronic trading name and Platform name: Glow.

The Glow App is made available and operated in the Philippines by GLOW BOOKING TECH INC., referred to in these Operating Rules as "Glow".

General definitions:

- "Advertising Credit Balance" or "Glow Balance" means the amount prepaid by a Technician to Glow for Platform Services under the Fee Schedule. It is a prepayment for Platform Services only. It is not electronic money, a stored-value instrument, a deposit, or a payment account; it may not be used to receive Customer payments, transferred to a third party, withdrawn, converted into cash, or made to earn interest. Customer service payments do not flow into the Advertising Credit Balance and are entirely separate from it.
- "Advertising Fee" means the fee payable by a Technician to Glow for Platform Services, determined under the Fee Schedule and deducted from the Advertising Credit Balance. It is not a commission, discount, or share of the Customer's service payment.
- "AI Content Review" means an automated or semi-automated system, model, filter, or tool used by Glow to review content on a continuous basis, identify risks, and support operations personnel. It does not fully replace assessment by authorized personnel for decisions that materially affect the lawful rights and interests of a User, except for temporary technical measures reasonably necessary to prevent an immediate risk.
- "Fee Schedule" means the schedule of Advertising Fees and charging policy published by Glow, identified by version and effective date.
- "Message Data" means the conversation and interaction history arising from or relating to communications between Customers and Technicians through the Glow Platform's messaging channel or an official integrated Glow channel, including message content, attachments, sent, received, and read timestamps, conversation identifiers, account identifiers, processing status, system logs, flagged content, system or artificial-intelligence review results, and related complaint-handling records.
- "Order Value" means the total price payable by a Customer to a Technician for a Service, including any travel charge, as published or confirmed on the Platform.
- "Service" means a service within a category listed in Annex A that a Technician directly and independently provides to a Customer.
- "Service Price" means the price for a Service published or confirmed by the Technician on the Platform.
- "Technician" means an independent individual who registers an account on the Glow Platform to personally provide Services to Customers, and who is not an employee, agent, representative, trustee, or member of Glow's personnel.
- "Valid Consent" means consent expressed through a clear affirmative action of the User by way of a separate checkbox, a separate popup, a one-time password, an in-app confirmation, or an equivalent electronic mechanism, capable of being recorded as to the time, document version, content consented to, and scope of consent.
- "User" means a Customer or a Technician.

III. TRANSACTION PROCESS

1. Service booking process (for Customers)

Step 1: The Customer downloads, installs, registers, or logs in to the Glow App in accordance with the instructions displayed in the App.

Step 2: The Customer reads and confirms the Terms of Service, these Operating Rules, the Privacy & Personal Data Protection Policy, the Non-Disclosure & Personal Data Protection Agreement, relevant point-of-interaction notices, and other validly published Glow documents. Before first using the private messaging channel, the Customer must execute or affirmatively confirm the Non-Disclosure & Personal Data Protection Agreement through the applicable electronic or other valid mechanism. The system will also display a popup or banner explaining that Message Data may be collected,

stored, accessed, read or reviewed, including by artificial-intelligence tools, and deleted in accordance with the applicable policies.

Step 3: After successfully logging in, the Customer selects the Service category, service area, preferred time, service location, and an appropriate Technician based on the information displayed in the Glow App.

Step 4: Before confirming a booking, the Customer reviews the Service information, Technician profile, Service Price, applicable conditions, cancellation and refund terms, and relevant safety notices.

Step 5: The Customer enters or confirms the address, time, and any necessary notes, and confirms the payment arrangement with the Technician.

Step 6: After the Customer submits a booking request, the system sends the request to the Technician. The Technician must accept or reject the order within the period specified by Glow. If the Technician does not respond within that period, the request may be canceled or handled under Glow's then-current operating mechanism.

Step 7: After an order is confirmed, the Customer and Technician may exchange information reasonably necessary to clarify the time, location, scope of the Service, and relevant notes through the official Glow in-app messaging channel. Users must not use the messaging channel to solicit off-Platform transactions, exchange unlawful content, share unnecessary sensitive information, or otherwise create unreasonable safety, privacy, security, or consumer risks.

Step 8: The Technician performs the Service in accordance with the information published and confirmed by the Customer, including the agreed time, location, scope, and applicable conditions.

Step 9: After the Service is completed, the Customer pays the Order Value directly to the Technician, and may confirm completion, rate the Service, provide feedback, or submit a complaint through the Glow App or Glow's official support channel.

Step 10: Glow records the order status and related data only to the extent necessary to support Platform operations, account for Advertising Fees, handle complaints, prevent fraud, and maintain Platform safety. Glow does not receive or hold the Customer's service payment.

2. Process for Technicians

Step 1: An individual wishing to directly provide Services through the Glow App logs in and selects the option to register as a Technician, or an equivalent option displayed by Glow from time to time.

Step 2: Before submitting an application, the applicant reads and confirms these Operating Rules, the Terms of Service, the Privacy & Personal Data Protection Policy, the Non-Disclosure & Personal Data Protection Agreement, the messaging rules, and other validly published documents. The Technician must execute or confirm the Non-Disclosure & Personal Data Protection Agreement before the Technician account is fully activated or before the Technician first uses the messaging channel or accesses Message Data, whichever occurs first.

Step 3: The applicant confirms that the registration is made in the applicant's individual capacity and that the applicant will personally provide the Services. A Technician account may not be transferred, lent, or used by another person to provide Services in the account holder's place.

Step 4: The applicant provides basic information and verification records, which may include full name, date of birth, sex, address, telephone number, email address, identifying photograph, experience description, intended Services, government-issued identification, tax information, and any licenses, permits, registrations, certifications, or professional qualifications required under applicable Philippine law for the relevant Service, as set out in Annex B.

Step 5: The applicant completes electronic identity verification through the provider engaged by Glow, which may include document capture, facial comparison, and confirmation that the person is physically present. Biometric data is processed on the basis described in the Privacy & Personal Data Protection Policy.

Step 6: Glow receives, reviews, and verifies the application and may request additional information, updates, or explanations. Glow may approve, reject, temporarily hold, or require reverification of an application where information is incomplete, inaccurate, invalid, misleading, or presents a reasonable risk, subject to applicable law.

Step 7: After approval, the Technician may publish Service information, prices, images, availability, service areas, conditions of use, and other descriptions in accordance with Glow's display standards. The Technician must ensure that all published information is accurate, complete, truthful, lawful, not misleading, and does not infringe third-party rights.

Step 8: Upon receiving a booking request, the Technician reviews the order information, time, location, and scope of Service, and accepts or rejects the order within the period specified by Glow. Where an order is canceled, the Technician must provide the reason and supporting information reasonably requested by Glow.

Step 9: The Technician communicates with the Customer only through channels permitted by Glow, in particular the official in-app messaging channel where that feature is in use. The Technician must not solicit Customers to transact off the Platform, provide contact details for the purpose of avoiding fees, or send unlawful, offensive, harassing, or unnecessary personal data.

Step 10: The Technician performs the Service personally, consistent with the approved profile and identifying information, at the agreed time and location and within the agreed scope. Where the person actually attending does not match the approved profile, or has not been confirmed by Glow, the Customer may decline the Service and notify Glow.

Step 11: After the Service is completed, the Technician confirms the order status, receives the Order Value directly from the Customer, and reviews the Advertising Fee deduction, records, Customer feedback, and any refund request, complaint, or dispute under these Operating Rules and the Fee Schedule.

Step 12: The Technician is responsible for keeping their profile, licenses, certifications, Service information, prices, and contact details current. Glow may conduct periodic or event-based reviews, require updates, suspend display, restrict an account, or terminate the right to use the Platform where a violation or risk is identified, subject to applicable review requirements.

3. Process for Administrators

Step 1: An Administrator logs into the management system using an account authorized by Glow, uses that account only for its intended purpose, and does not share the account, password, one-time password, or access rights with any unauthorized person.

Step 2: The Administrator receives applications from Customers, Technicians, and other relevant persons, and reviews the completeness, validity, and accuracy of identity information, Service information, licenses and certifications, and supporting documents.

Step 3: The Administrator approves, rejects, requests supplementation of, or holds an application in accordance with Glow's operating standards. Every approval, rejection, request for supplementation, or change of application status must be recorded in the system to the extent it can be logged.

Step 4: The Administrator manages content displayed on the Glow App, including Technician profiles, Service descriptions, images, prices, service areas, availability, and advertising content. The Administrator may require correction of, suspend, remove, or decline to display content that violates these Operating Rules, third-party rights, or applicable law.

Step 5: The Administrator monitors order status, confirmation, cancellation and completion status, cancellation reasons, Customer feedback, and Advertising Fee records in order to support operations and resolve issues.

Step 6: Where a complaint, dispute, refund request, violation report, or information-security incident arises, the Administrator coordinates with Customer Support and other relevant functions to verify the matter. Within the scope of their authorization, the Administrator may access booking data, transaction data, Message Data, system logs, system or artificial-intelligence review results, and related documents in order to handle the matter.

Step 7: The Administrator manages, or supports the management of, Advertising Fee records, invoices and receipts, and related notices under the Fee Schedule, and does not manage or dispose of any Customer service payment.

Step 8: The Administrator may apply or recommend management measures such as a reminder, a warning, a feature restriction, suspension of display of a profile or advertising content, removal of content, and referral of a matter to a competent authority where there is a reasonable basis. Measures materially affecting a Technician are applied in accordance with Chapter XIV.

Step 9: The Administrator must comply with the principles of confidentiality, data minimization, need to know, role appropriateness, and least privilege when handling data. The Administrator must not export, copy, download, transmit through a personal account, input into an external artificial-intelligence tool, or use User data for personal purposes without Glow's authorization.

Step 10: For material changes to the scope of Personal Data processing, Message Data, artificial-intelligence review, data sharing, retention periods, or User rights, the Administrator coordinates the update of point-of-interaction notices and, where necessary, the collection of renewed Valid Consent.

4. Refund and exchange policy

Glow is not the provider of the Services. Refunds and remedies relating to a Service are handled in accordance with the Technician's published policy, the agreement between the Customer and the Technician, the evidence available, and applicable law, including mandatory consumer rights that may not be waived.

Glow requires Technicians to publish complete and accurate Service information and encourages Customers to review Service information carefully before booking. Glow will support Customers, within the scope of its Platform functions, in relation to exchanges, remedies, and refunds.

In supporting an exchange, refund, complaint, or dispute, Glow may access transaction data, booking data, Message Data, system logs, system or artificial-intelligence review results, and related evidence to the extent necessary to verify and resolve the matter.

5. Service location

The Customer and the Technician agree the location at which the Service is performed, according to the nature of the Service.

IV. PAYMENT PROCESS

1. Advertising Fee payments between Technicians and Glow

Customers do not pay Advertising Fees to Glow. Technicians pay Advertising Fees under the applicable Fee Schedule and charging policy identified by version and effective date.

Advertising Fees are determined by Technician tier and Order Value under the Fee Schedule. They are not commissions, discounts, or a share of the Customer's service payment. Before a Technician accepts an order, the Platform displays the Service Price, any travel charge, the Order Value, the applicable Advertising Fee rate and estimated amount to be deducted, the Advertising Credit Balance, and the amount the Technician is expected to receive from the Customer.

Technicians pre-fund an Advertising Credit Balance through a top-up method integrated with the Platform and operated by a licensed third-party payment service provider. Advertising Fees are deducted from that balance upon completion of the relevant order or service period. Customer service payments do not flow into the Advertising Credit Balance.

The Customer pays the full Order Value directly to the Technician, whether in cash or by direct transfer. Glow does not receive, hold, manage, distribute, or deduct from that payment, is not a party to the payment transaction, and does not itself provide payment or money-transfer services.

The Advertising Fee is a separate obligation owed by the Technician to Glow and is deducted only from the Advertising Credit Balance.

Where a Technician's Advertising Credit Balance is insufficient to cover the Advertising Fees that would become payable on a prospective order, Glow may suspend the display of that Technician's profile or advertising content, or restrict the Technician's ability to receive new bookings, until the balance is sufficient. Such a measure relates only to the Technician's use of Platform Services, does not affect any booking already accepted or any Service already performed, and does not constitute an enforcement measure under Chapter XIV.

2. Advertising Credit Balance top-ups, invoices, and deduction history

Glow will issue invoices, official receipts, or other tax documentation for Advertising Credit top-ups in accordance with applicable Philippine tax laws, including the National Internal Revenue Code, as amended, and applicable Bureau of

Internal Revenue regulations. Where the Platform Services supplied fall within the scope of the value-added tax rules applicable to digital services, including Republic Act No. 12023, Glow will comply with those rules. Subsequent Advertising Fee deductions record the consumption of prepaid Platform Services and will be documented in the manner required by applicable tax rules. Glow will make available an appropriate record of top-ups, deductions, and the applicable Fee Schedule version.

General non-refund principle: when a Technician terminates the applicable agreement or stops using the Platform for any reason, the unused portion of an Advertising Credit Balance funded with money is generally non-refundable, non-withdrawable, non-transferable, and not convertible into cash, except where a refund is required by applicable law. Before a top-up is completed, the Platform will display the non-refundable nature of the Advertising Credit Balance and the Technician must confirm it through a separate checkbox or an equivalent affirmative mechanism. Glow records the time of confirmation, the version of the applicable terms, and the account concerned. This does not prevent correction of an erroneous top-up, a duplicate top-up, or a system error under the Fee Schedule. Where Glow discontinues the Platform in the Philippines, or permanently ceases to provide the Platform Services for which an Advertising Credit Balance was funded, for a reason not attributable to the Technician, Glow will refund the unused portion of an Advertising Credit Balance funded with money, or, at the Technician's election, apply it as a credit against another service Glow offers. Glow will give not less than thirty (30) days' prior notice and will publish the refund procedure. This paragraph does not apply where the Technician's access has been terminated for a violation of these Operating Rules or of applicable law.

Glow charges Advertising Fees only under the Fee Schedule and charging policy then in effect. The fee structure, rates, calculation basis, and deduction history are administered under a version-controlled Fee Schedule identifying an effective date.

A Technician may dispute an Advertising Fee deduction within fifteen (15) days. Glow will respond within seven (7) working days and will state the Order Value, the Advertising Fee rate, and the applicable Fee Schedule version. A booking canceled before the Service is performed does not incur an Advertising Fee. A booking that is partly performed or incorrectly recorded will be adjusted to reflect the actual transaction value. An erroneous or duplicate top-up will be handled under the applicable Fee Schedule.

3. Payments between Customers and Technicians

The Customer pays the Technician directly. Glow does not receive, hold, manage, or control the Customer's service payment and is not a payment intermediary or merchant of record in respect of that payment.

V. TRANSACTION SAFETY

To support successful transactions and reduce risk, a Technician must provide complete profile information, including name, address, telephone number, email address, and other information reasonably required by Glow.

Users should not disclose payment details to any person by email or other channel outside the Platform where doing so creates a security, fraud, dispute, or verification risk. Glow is not responsible for loss or risk arising from a User's exchange of information over the internet or by email outside the Platform, except to the extent of Glow's own fault.

Users must not use any program, tool, or method to interfere with the system or alter data structures. Distributing, promoting, or encouraging any activity intended to interfere with, damage, or gain unauthorized access to the Glow Platform is prohibited and will be handled under these Operating Rules and applicable law.

Transaction information is kept confidential except where disclosure is required by a competent authority in accordance with law.

Glow does not encourage Users to move transactions off the Platform in order to avoid fees, avoid the recording and accounting of fees, or circumvent User-protection mechanisms.

VI. USER PERSONAL DATA PROTECTION

The collection, use, storage, disclosure, transfer, and protection of Personal Data on the Glow Platform is governed by the Privacy & Personal Data Protection Policy, which forms an integral part of these Operating Rules, and by the Non-Disclosure & Personal Data Protection Agreement in respect of Message Data.

Glow processes Personal Data in accordance with the Data Privacy Act of 2012 (Republic Act No. 10173), its Implementing Rules and Regulations, and applicable National Privacy Commission issuances, on the principles of transparency, legitimate purpose, and proportionality.

Personal Data may be transferred to and processed in a jurisdiction outside the Republic of the Philippines, including the Socialist Republic of Viet Nam, by a personal information processor engaged by Glow and acting on Glow's documented instructions, subject to a written data-processing agreement and the safeguards described in the Privacy & Personal Data Protection Policy. Glow remains accountable for Personal Data so transferred.

Technical service providers, artificial-intelligence service providers, and other service providers may access Personal Data only to the extent necessary to perform their services for Glow, under appropriate data-processing agreements and applicable data-privacy laws.

Glow has designated a Data Protection Officer and maintains channels for data subjects to exercise their rights, as described in the Privacy & Personal Data Protection Policy.

VII. MANAGEMENT OF PROHIBITED OR HARMFUL INFORMATION

Glow prohibits the publication, transmission, or arrangement through the Platform of content that is unlawful, deceptive, defamatory, hateful, violent, obscene, sexually explicit, or otherwise prohibited by applicable law or these Operating Rules.

Glow prohibits the advertising or arrangement of Sensitive Services, of any service listed as prohibited in Annex A, and of any service that a Technician is not lawfully qualified or licensed to provide.

Glow may use automated systems, filters, AI Content Review, or controlled service providers to review content for risk detection, subject to data minimization, role-based access control, logging, appropriate security measures, and applicable data-protection law.

Results of automated review are a basis for consideration and are not the sole basis for a measure that materially affects a User. Such measures require review by authorized personnel, except for temporary technical measures reasonably necessary to prevent an immediate risk.

Glow may preserve relevant evidence, restrict or suspend access, block or remove prohibited content, and report or provide information to competent authorities where required or permitted by applicable law, subject to due-process and data-privacy requirements. Nothing in these Operating Rules requires Glow to engage in continuous monitoring beyond what applicable law requires.

VIII. RESPONSIBILITY FOR TECHNICAL ERRORS

Glow endeavors to maintain the safety and stability of the Platform's technical systems. Where an incident arises from Glow's fault, Glow will promptly apply measures reasonably necessary to protect the lawful interests of Users.

Users must follow the published instructions and processes when transacting on the App.

Where a technical error, software error, or other objective error prevents a User from transacting, the User should notify Glow through the support channel. Glow will remedy the error as soon as reasonably practicable so that the User can continue to use the App.

Glow is not responsible where a User's notice does not reach Glow because of a technical error, transmission error, software error, or another cause not attributable to Glow, except to the extent of Glow's own fault.

IX. RESPONSIBILITIES AND RIGHTS OF THE PARTIES

1. Responsibilities of Glow

- To publish these Operating Rules on the Platform, monitor their implementation, and keep them current.
- To require Users registering as Technicians to provide the information necessary for registration, and to maintain a mechanism for checking and monitoring the accuracy and completeness of that information.

- To retain the registration information of Users transacting on the Platform and to update related changes and supplements.
- To provide a mechanism enabling Users to conclude contracts electronically where the App provides an online booking function.
- To apply measures reasonably necessary to protect the confidentiality of Users' business information and the personal information of consumers.
- To take timely action on becoming aware of, or receiving a report of, unlawful business conduct on the Platform, including preventing and removing information relating to services that are prohibited from being traded or advertised; removing or handling unlawful service information within the period required by law or pursuant to a lawful request of a competent authority; cooperating with intellectual property owners to review and remove infringing listings; and warning, suspending, or declining to provide services to Users engaging in unlawful conduct.
- To support competent authorities in investigating unlawful conduct by providing registration information, transaction history, and other documents concerning a User, in accordance with applicable law.
- To receive and support the resolution of disputes between Customers and Technicians within the scope of the Platform's functions, to request explanation from a Technician where necessary, and to apply management measures under these Operating Rules. Suspension or removal of a profile from display, and other measures materially affecting an account, are applied in accordance with Chapter XIV. Glow does not act as an adjudicative body and does not replace the jurisdiction of a competent authority.
- To publish the mechanism for resolving disputes arising from transactions on the Platform, and where a Customer's lawful interests are harmed, to provide the Customer with information about the Technician within an appropriate scope and to support the Customer in protecting their lawful rights and interests.
- To receive reports from Users and to make reasonable efforts to remove untruthful information.
- To make reasonable efforts to maintain the normal operation of the Platform and to remedy incidents such as technical faults, software errors, internet transmission faults, personnel matters, social disruption, natural disaster, power failure, or a decision of a State agency or relevant third party. Where such an incident is beyond Glow's reasonable control and constitutes force majeure, Glow is not liable for consequential loss to Users.

2. Rights of Glow

- To provide services to Users after the required procedures and conditions published by Glow have been completed.
- Where there is a reasonable basis to conclude that a User has provided inaccurate, misleading, or incomplete information, or has acted in violation of law or public policy, to decline, suspend, or terminate the User's right to use the Services, subject to applicable review requirements.
- To suspend or terminate a User's right to use one or more Services where the User violates these Operating Rules or engages in conduct affecting business operations on the Platform, subject to applicable review requirements and applicable law.
- Where an account has been inactive for a continuous period of twelve (12) months, to place the account in dormant status and to require re-verification of identity and of any license or certification before reactivation. Dormancy does not terminate the account and does not affect any right accrued before dormancy.
- To suspend or terminate a User's right to use the Services where Glow reasonably determines that the User has engaged in fraud, impersonation, identity misuse, manipulation of orders or ratings, or conduct in violation of applicable Philippine law, or has been convicted of an offense involving fraud, dishonesty, violence, a sexual offense, trafficking, or an offense directly affecting the safety or legality of the Services the User provides. On termination, certifications and rights granted to that User cease to have effect.
- To retain intellectual property rights in the Services and content on the Platform in accordance with Philippine intellectual property law. All marks, content, and identifying signs are owned by or lawfully licensed to Glow. Unlawful copying, use, or distribution of those rights is prohibited.

- To adjust the Fee Schedule and Advertising Fees under a mechanism identifying version and effective date. Changes will be notified in advance in accordance with the Fee Schedule and will not apply retroactively to completed orders, unless applicable law or a valid agreement provides otherwise.

3. Responsibilities of Technicians

- To provide complete and accurate information when registering, including full name and residential address; personal identification information, tax identification information, and any professional license or certificate required by applicable law for the Service to be provided; and a telephone number or other online contact method.
- To provide complete information about a Service when offering it on the Platform, and to ensure that the information is accurate, complete, truthful, and not misleading.
- To obtain and maintain all licenses, permits, registrations, certifications, and authorizations required under applicable Philippine law for the Services the Technician offers, where such licenses or permits are legally required, as further described in Annex B, and to provide evidence of them to Glow on request.
- Where an order is canceled, to provide the reason and supporting documents reasonably requested by Glow. Where a Technician does not provide, or does not fully provide, an explanation within the period requested, Glow will record the matter and consider applying measures under Chapter XIV. Glow does not automatically apply a fixed monetary penalty solely for want of supporting evidence.
- Not to engage in the following conduct: substituting another person to attend a Customer; providing a telephone number or off-Platform contact method in a listing description; failing to contact a Customer after accepting an order; canceling an order to avoid Platform oversight; failing to provide the Service as described; or providing the Service at a time or place other than as described.
- For a Technician providing a Service at a Customer's location, to carry government-issued identification throughout the performance of the Service.
- To receive the Order Value directly from the Customer. Glow does not receive, hold, manage, distribute, disburse, or dispose of the Customer's service payment and does not deduct Advertising Fees from that amount.
- To comply with applicable law when using the online booking function on the Platform.
- To provide information about their business activity on the lawful request of a competent authority.
- To comply with applicable law on payments, advertising, promotions, intellectual property, consumer protection, and other related matters when providing services on the Platform.
- To comply with applicable tax obligations. The Technician is responsible for the security and use of activity conducted under their registered name, login, password, and email address.
- To notify Glow promptly of unauthorized use, abuse, security breach, or disclosure of registration details or passwords, so that the parties may cooperate in addressing the matter.
- To represent that information provided to and published on the Platform is accurate.
- To compensate a Customer where the Customer establishes that the fault lies with the Technician.
- Not to use the Services for unlawful, fraudulent, threatening, or destructive purposes, for unlawful information gathering, for the creation or distribution of malicious code, or for speculation, market manipulation, or the creation of false orders or listings, including for the purpose of gauging market demand. A Technician violating this provision is responsible for their conduct under applicable law.
- Not to alter, modify, copy, distribute, transmit, provide, or create similar tools from the services provided by Glow for the benefit of a third party without Glow's consent.
- To perform the Service personally and not to permit another person to perform it in the Technician's place. The Technician is fully responsible for, and will compensate, loss or damage to Glow and to Users arising from the Technician's error or violation in the course of providing the Service.
- Each Technician and each Customer is responsible for their own conduct and legal obligations. A Technician is responsible for the Service they directly provide. Glow is responsible only to the extent of its own fault in relation to Platform obligations that Glow has undertaken or that applicable law imposes.

4. Rights of Technicians

- To receive a username and password for managing transactions on the Platform.
- To receive guidance from Glow's support personnel on the tools and features used to manage transactions, publish Service information, and use Platform features.
- To determine the manner, method, tools, means, attire, and scheduling by which the Technician performs their work.
- To decline any booking request without penalty to their contractual status.
- To provide feedback to Glow on Platform operations, sent by letter or email.

5. Responsibilities of Customers

- To be responsible for the security and confidentiality of, and for all activity conducted under, their registered name, password, and email address.
- To notify Glow promptly of unauthorized use, abuse, or security breach relating to their registration details or password, so that the parties may cooperate in addressing the matter.
- To represent that information provided to and published on the Platform is accurate.
- To provide transaction information supporting Glow in resolving a dispute arising between the Customer and a Technician through the Platform.
- Where a Customer repeatedly cancels orders without reasonable cause, cannot be contacted, or shows indications of abusing the Platform, Glow may record the conduct, issue a warning, restrict certain features, or suspend the right to book Services to the extent reasonably necessary. Termination of an account applies only for a serious or repeated violation under these Operating Rules and requires an appropriate basis.
- Not to use the Services for unlawful, unreasonable, fraudulent, threatening, or destructive purposes, for unlawful information gathering, for the creation or distribution of malicious code, or for speculation, market manipulation, or the creation of false orders or listings. A Customer violating this provision is responsible for their conduct under applicable law.
- Not to alter, modify, copy, distribute, transmit, provide, or create similar tools from the services provided by Glow for the benefit of a third party without Glow's consent.
- Not to knowingly disseminate false information, defame, or injure the honor, dignity, or reputation of, or engage in unlawful conduct causing loss to, Glow, a Technician, or another User. This provision does not limit a Customer's right to rate, report, complain, or provide truthful information about their experience of a Service.
- A Technician and a Customer are responsible under applicable Philippine law for sensitive, aggressive, or unlawful conduct. Glow is not responsible for the conduct of a Customer towards a Technician or of a Technician towards a Customer, except as otherwise provided by law. In the event of litigation or dispute, the Customer and the Technician will deal with each other directly, and Glow will provide the necessary information on the lawful request of a competent authority.

6. Rights of Customers

- On registering, to have an account created for participating in and using the offers available within the Glow system.
- To receive a username and password for using the Services, managing an account, and viewing the history of offers used within the Glow system.
- To benefit from promotional policies offered by Glow or by third parties providing services on the Platform, as published on the App or communicated to the Customer.
- To provide feedback to Glow on Platform operations, sent by letter or email.
- To submit a complaint directly to Glow for support where a Service provided by a Technician does not meet the quality described.

7. Allocation of responsibility between Glow and Technicians in resolving matters arising from transactions with Customers

- Glow will support a Customer by providing information and content relating to a transaction where a dispute with a Technician arises, within an appropriate scope.
- Glow will receive complaints and take timely measures to help resolve differences arising between a Customer and a Technician in the course of a transaction.
- A Technician is responsible for providing complete information relating to a transaction and is obliged to compensate the Customer as agreed where the fault lies with the Technician.
- Fraudulent conduct on the Platform is prohibited and is subject to liability under applicable law.
- Where the parties cannot resolve a dispute by agreement, the matter may be referred to a competent authority in order to protect the lawful rights and interests of the parties, in particular those of the Customer. Glow will support a competent authority by providing information about a Technician in the course of verification or investigation, in accordance with applicable law.

X. CONSUMER PROTECTION

Glow operates the Platform in a manner intended to comply with the Consumer Act of the Philippines (Republic Act No. 7394), the Electronic Commerce Act of 2000 (Republic Act No. 8792), and the Internet Transactions Act of 2023 (Republic Act No. 11967) and its implementing rules, to the extent applicable to the Platform.

Before a booking is confirmed, the Platform will present the material information reasonably necessary for the Customer to make an informed decision, including the Service description, the Technician profile, the Service Price and any travel charge, applicable conditions, cancellation and refund terms, and relevant safety notices.

False, deceptive, or misleading representations concerning a Service, a Technician, a price, a promotion, or a qualification are prohibited on the Platform. Glow may remove such content and apply measures under Chapter XIV.

Glow exercises due diligence in verifying the identity of Technicians registering on the Platform, maintains records of Technician registration and transactions, and maintains a complaint and redress mechanism, as described in these Operating Rules.

Glow will cooperate with the Department of Trade and Industry and other competent authorities in accordance with applicable law, and will comply with applicable registration, disclosure, and reporting requirements for online businesses and digital platforms.

Glow discloses on the Platform, for each Technician, the display name, Platform identifier, service area, and the Service categories the Technician is approved to offer. Glow maintains records of Technician registration, identity verification, licenses and certifications where applicable, and transactions, for the period required by applicable law.

Where a Service falls within a regulated profession or requires a license, permit, or certification under Philippine law, Glow requires the Technician to provide evidence of it before the Service is displayed, and suspends the display of the Service where the evidence expires or is withdrawn.

Where Glow receives notice that a Service offered on the Platform is prohibited, unsafe, or dangerous, Glow will act expeditiously to remove or disable access to the listing and to notify the Technician.

Nothing in these Operating Rules shall be construed as requiring a Customer to waive any right that may not be waived under the Consumer Act of the Philippines (Republic Act No. 7394) or the Internet Transactions Act of 2023 (Republic Act No. 11967).

XI. APPLICATION OF THESE OPERATING RULES

For amendments materially changing the scope of Personal Data processing, the scope of reading or reviewing Message Data, the scope of AI Content Review, data sharing, retention periods, or the rights of Users, Glow will display an updated notice at the appropriate point of interaction and will require renewed Valid Consent before the User continues to use the affected feature.

These Operating Rules take effect on the effective date stated in the version block. Where they are amended, Glow will display an in-app notice describing the change and the effective date. A User must confirm acceptance through an affirmative action in the App before continuing to use a feature affected by the change. Glow records the time of confirmation, the version, the account, the device, and the confirmation method.

Where a User does not accept a change, Glow may restrict the feature affected by that change. The User may cease using the Platform or terminate their account under the applicable process, but rights and obligations arising before termination continue to be handled under these Operating Rules, the related agreements, and applicable law.

These Operating Rules are version-controlled and identify an effective date. Ordinary changes will be notified in advance within a reasonable period. Material changes concerning Advertising Fees, refunds, User rights, or Personal Data processing will be clearly notified and will require renewed confirmation where required by applicable law or the nature of the change. Amendments will not apply retroactively to conduct or transactions already completed, and will not prejudice vested rights or ongoing transactions, unless required by law.

XII. USER COMMITMENT

A User is bound by these Operating Rules only after confirming acceptance through an affirmative action in the App, as described in Chapter XI. Glow records the time of confirmation, the version accepted, the account, the device, and the confirmation method.

Acceptance of these Operating Rules is separate from, and does not constitute, consent to the processing of Personal Data. Consent to the processing of Personal Data is obtained separately under the Privacy & Personal Data Protection Policy.

Users may contact Glow using the details below for any question.

XIII. CUSTOMER SUPPORT

GLOW BOOKING TECH INC.

Address: Unit D, 3rd Floor, Prestoza-Borcelis Commercial Building, Tanza-Trece Road, Landmass Park Subd., Biga 4108, Tanza, Cavite, Philippines

Telephone: +63 46 889 6200

Email: support@glowphilippines.com

XIV. USER CONDUCT AND ENFORCEMENT MEASURES

1. Scope: this Chapter applies to all Users and forms an integral part of these Operating Rules and of the Service Agreement. Sections 2 to 6 apply to Technicians. Section 7 applies to Customers. Amendments are version-controlled and identify an effective date, and do not apply retroactively to conduct occurring before the amendment takes effect.

2. Conduct that may lead to suspension of the display of a profile or advertising content includes: a false or non-genuine profile; unauthorized use of Customer data; harassment, insult, or discrimination; substitution of the person providing the Service; solicitation of off-Platform transactions; creation of fictitious or fraudulent orders; provision of Sensitive Services or of a service prohibited under Annex A; and physical or sexual assault, theft, or conduct indicating a criminal offense. For a minor violation, Glow applies a reminder, a warning, or a temporary suspension of display proportionate to the seriousness and frequency of the violation.

3. Glow will apply permanent removal from display on a first occurrence only where the conduct indicates a criminal offense; involves harm to life, health, honor, dignity, or personal liberty; or where these Operating Rules expressly provide for that measure. For conduct not expressly addressed, Glow may temporarily suspend display for up to seven (7) days in order to verify the matter and to give the Technician an opportunity to explain, except in an urgent case.

4. When applying a measure, Glow will notify the conduct concerned, the basis, the measure, the effective time, and the right to appeal. A Technician has fifteen (15) days to appeal. Glow will respond within seven (7) working days. The person reviewing an appeal will not be the person who made the original decision. A decision to remove a profile permanently from display requires approval by authorized personnel.

5. The result of automated or artificial-intelligence review is a basis for consideration and is not the sole basis for applying a measure. A measure that materially affects a User requires human review, except for a temporary technical measure reasonably necessary to prevent an immediate risk.
6. Where an Advertising Fee has been incorrectly recorded because of fraud or error, Glow will apply an offset to the Advertising Credit Balance only where there is a proper basis and will record the offset history clearly. A Technician may dispute an offset under Chapter IV.
7. Where a Customer violates these Operating Rules or the Terms of Service, Glow may apply a reminder, a warning, a restriction of a feature, a temporary suspension, or, for a serious or repeated violation, termination of the account. Before applying a measure that materially affects a Customer account, Glow will notify the conduct concerned, the basis, the measure, and the effective time, and will give the Customer an opportunity to explain, except where immediate action is reasonably necessary to prevent fraud, illegal activity, or imminent harm. A Customer may appeal within fifteen (15) days and Glow will respond within seven (7) working days. The person reviewing an appeal will not be the person who made the original decision. Nothing in this section limits a Customer's rights under the Consumer Act of the Philippines (Republic Act No. 7394) or the Internet Transactions Act of 2023 (Republic Act No. 11967).

XV. SAFETY FOR AT-HOME SERVICES

1. This Chapter describes measures by which Glow SUPPORTS safety during the booking and performance of a Service at a Customer's location. Glow does not guarantee personal safety, does not supervise an appointment, and does not replace a Technician's responsibility for the safety, legality, and proper performance of a Service.
2. Before an appointment, after the Technician accepts the booking, the Platform displays available identifying information such as the Technician's photograph, display name, and Platform identifier. The Customer may verify that the person attending matches the Platform profile and may decline the Service where there is a material discrepancy.
3. A Customer may stop a Service where there is a reasonable basis to feel unsafe or to consider the situation inappropriate. A Technician may stop a Service and leave the location where the Technician is harassed, threatened, asked to provide a prohibited service of a sexual nature, or has a reasonable basis to consider the location unsafe. Stopping a Service on those grounds is not in itself a violation, provided that the Technician reports the incident to Glow within twelve (12) hours where reasonably practicable.
4. Where an incident-reporting function is available, the Platform provides a channel for Customers and Technicians to submit incident information to Glow. Glow will receive and handle, or coordinate the handling of, the matter according to its nature and the process then published. Glow does not supervise appointments. Where there is an immediate risk to health, life, or physical safety, a User must first contact emergency, medical, police, or other appropriate public-safety services. Reporting to Glow is not a substitute for contacting emergency services or a competent authority.
5. Where Glow receives a report of harassment, physical or sexual assault, theft, or conduct reasonably indicating a criminal offense, Glow may temporarily suspend the display of the relevant profile or access to bookings, prevent further matching between the parties, preserve relevant data, and cooperate with competent authorities pursuant to a lawful request or order. Glow does not act as an investigator, a court, or an adjudicative body.
6. In a situation involving an immediate risk to health or life, a person present must contact emergency, medical, police, or appropriate public-safety services without delay. Reporting to Glow does not replace contacting those authorities. A Technician must report to Glow within twelve (12) hours any incident during an appointment causing material harm to a person's health, where reasonably practicable.
7. Glow may apply an immediate temporary suspension in an emergency and will notify the basis within a reasonable period afterwards, unless notification would materially prejudice the protection of a victim, an investigation, or action by a competent authority.
8. For a Customer who is pregnant, elderly, or who voluntarily provides health information relevant to service safety, the Platform will disclose to the Technician only the information reasonably necessary for the requested Service and within the scope the Customer has permitted and the law allows. A Technician may decline a booking where there is a reasonable basis to consider that the Technician is not qualified or able to perform the Service safely. Glow does not assess or certify the professional competence of a Technician.

9. Glow will retain incident reports only for so long as reasonably necessary and lawful for handling the matter, the exercise of claims, safety, fraud prevention, legal compliance, or an applicable retention obligation. An incident record may include the content of the report, the time of receipt, the handling steps, the authorized personnel involved, the decision and its basis, and any cooperation with a competent authority.

XVI. CANCELLATIONS, REFUNDS, AND COMPLAINT RESOLUTION

1. Receipt: a Customer or a Technician submits a request through the official support channel. Glow will acknowledge receipt within twenty-four (24) hours, assign or record a case reference, and identify any further information required. For a request concerning Personal Data, the periods in the Privacy & Personal Data Protection Policy apply.

2. Initial verification: within three (3) working days of receiving the basic information, Glow will classify the matter, identify the data and evidence required, and request an explanation from the relevant party. The party requested to explain has up to three (3) working days to respond, except in an urgent case or where Glow sets a shorter period for safety reasons.

3. Outcome: within seven (7) working days of the file becoming sufficient for consideration, Glow will notify the outcome of its support or the handling option available within the scope of the Platform. Where a complex matter requires more time, Glow will notify the reason and the expected completion date.

4. Cancellation and refund of a Service: the Service is directly provided by the Technician. A refund of the service payment is determined by the actual circumstances, the agreement between the Customer and the Technician, the available evidence, and applicable law, including mandatory consumer rights. Glow supports the exchange of information. Where a refund is agreed, it is made directly between the Technician and the Customer and does not pass through the Advertising Credit Balance.

5. Advertising Fees: cancellation of an order, partial performance, incorrect status recording, an erroneous or duplicate top-up, and a dispute about an Advertising Fee are handled under Chapter IV and the Fee Schedule. A refund of an Advertising Fee to an Advertising Credit Balance is not a refund of a service payment to a Customer.

6. Serious dispute or incident: Glow may preserve relevant data, suspend or stop the display of a profile or advertising content to the extent reasonably necessary, and cooperate with competent authorities. Where the parties do not reach agreement, a Customer or a Technician may use the dispute-resolution mechanisms available under applicable law. The rights of consumers are not limited by these Operating Rules.

7. Statutory remedies: the periods in this Chapter describe Glow's internal handling process. They do not restrict, delay, or condition a User's right to seek relief from the Department of Trade and Industry, an online dispute resolution mechanism, or another competent authority at any time permitted by applicable law, including the Internet Transactions Act of 2023 (Republic Act No. 11967). Where applicable law provides that an internal redress mechanism is deemed exhausted after a specified period, that provision applies notwithstanding any longer period stated in this Chapter.

XVII. TRANSPARENCY OF RANKING AND ADVERTISING

Glow publishes the main criteria used to determine Technician ranking and the principal factors affecting display order. Position or content given priority through payment or advertising is appropriately identified so that Users can distinguish it from ordinary display results, to the extent required by applicable law. Ranking is based on activity data and must not be described as a certification by Glow of professional skill or competence.

ANNEX A — SERVICE CATALOG

The Service categories set out below are the categories currently available on the Glow Platform. A Technician may offer only a Service falling within a listed category, and only where the Technician satisfies the requirements in Annex B applicable to that category.

A.1 Home Beauty and Wellness

Massage, including Swedish, Thai, shiatsu, foot and reflexology, and prenatal massage; nail care, including manicure, pedicure, gel polish, nail extensions, and nail art; waxing and hair removal, including body and facial waxing; body scrub

and exfoliation; eyelash extensions, lash lift, eyebrow shaping, threading, and tinting; basic non-invasive facial and skincare treatment; make-up application and styling; and fitness, personal training, and yoga instruction at the Customer's location.

A.2 Hair Services

Haircut and trim for adults and children; hair washing, blow-drying, and styling; hair coloring, highlighting, and bleaching; chemical services, including rebonding, straightening, and perming; hair and scalp treatment; barber services, including beard trimming and shaving; hair extensions and braiding; and hair styling for weddings and events.

A.3 House Care

General and deep house cleaning; post-construction and move-in or move-out cleaning; upholstery, sofa, mattress, carpet, and curtain cleaning; deep cleaning of kitchens and bathrooms; window and glass cleaning; laundry, ironing, and folding; disinfection and sanitation not involving the application of a regulated pesticide; air-conditioning unit cleaning and basic servicing; cleaning of household appliances; garden, lawn, and plant care; home organizing and decluttering; and pet grooming at the Customer's location.

A.4 Auto Care

Mobile car washing, including waterless and low-water methods; interior vacuuming and cleaning; detailing, including polishing, waxing, and ceramic coating; engine bay cleaning; headlight restoration; motorcycle washing and detailing; interior disinfection and odor treatment; basic visual inspection and topping up of fluids, not constituting repair; battery jump-starting and battery replacement; and tire pressure checking and fitting of a spare tire.

A.5 Prohibited Services

The following may not be offered, advertised, arranged, or performed on or through the Glow Platform:

- any medical, dental, diagnostic, therapeutic, nursing, or clinical service, and any service that would require the Platform or a Technician to operate a health facility or establishment;
- injectable treatment, dermal filler, botulinum toxin, laser or intense pulsed light treatment, chemical peel beyond cosmetic grade, microneedling, and intravenous drip or vitamin therapy;
- physiotherapy, rehabilitation, and chiropractic treatment;
- childcare, elder care, patient care, and caregiving services;
- pest control involving the application of a regulated pesticide, being an activity requiring accreditation from the Fertilizer and Pesticide Authority;
- electrical, plumbing, gas, or structural work requiring a professional licensed by the Professional Regulation Commission, other than minor tasks that do not require such a license;
- towing, roadside recovery, vehicle transport for hire, and driving services requiring authority from the Land Transportation Office or the Land Transportation Franchising and Regulatory Board;
- vehicle repair, body work, and painting requiring an establishment accredited by the Department of Trade and Industry;
- any Sensitive Service, being conduct of a sexual nature, the sale or purchase of sexual services, or any solicitation, brokering, facilitation, or arrangement of such conduct;
- the sale or supply of firearms, weapons, controlled substances, alcohol, or tobacco; and
- lending, remittance, money transfer, currency exchange, and any other activity requiring authority from the Bangko Sentral ng Pilipinas or the Securities and Exchange Commission.

Glow may add a service to this list at any time where reasonably necessary for legal compliance or User safety, by publishing an amended Annex A with an effective date.

ANNEX B — LICENSING AND CERTIFICATION REQUIREMENTS

A Technician is responsible for obtaining and maintaining all licenses, permits, registrations, certifications, and authorizations required under applicable Philippine law for the Services the Technician offers, where such licenses or permits are legally required. Glow does not assess or certify professional competence and does not issue any license, permit, or certification.

Some requirements in this Annex are imposed by law. Others are imposed by Glow as a condition of using the Platform and are not required by law. The table below distinguishes between them. Glow does not represent that a document required by Glow is a statutory license.

Glow does not represent that a Service category requires no statutory licence. The Technician is responsible for any licence required by Philippine law. A document required by Glow is a condition of display on the Platform, not a legal opinion.

Service	Regulator	Statutory license required	Document required by Glow	Basis of the requirement
Massage therapy	Department of Health	Technician must hold any licence Philippine law requires	Registration or certificate issued by the Department of Health for the practice of massage therapy	Statutory
Hair services, including cutting and chemical treatment	Technical Education and Skills Development Authority; local government unit	Technician must hold any licence Philippine law requires	TESDA Hairdressing National Certificate II; local government health certificate where required	Platform requirement and local government requirement
Air-conditioning unit cleaning and servicing	Technical Education and Skills Development Authority	No	TESDA Refrigeration and Air-Conditioning Servicing National Certificate II	Platform requirement
Nail care, waxing, eyelash and eyebrow services, basic facial, body scrub, make-up	Technical Education and Skills Development Authority; local government unit	Technician must hold any licence Philippine law requires	TESDA Beauty Care National Certificate II where required by Glow; local government health certificate where required	Platform requirement and local government requirement
Fitness, personal training, yoga instruction	None	No	Evidence of relevant training or certification where required by Glow	Platform requirement
House Care other than air-conditioning servicing; Auto Care; pet grooming; home organizing	None	No	None	Not applicable
All Services performed at the Customer's location	None	No	Criminal record clearance issued by the National Bureau of Investigation, valid at the time of approval	Platform requirement

Where a document is required, the Technician must upload it during onboarding and Glow records its expiry date in the system. The Platform will suspend the display of the affected Service where the document expires and is not renewed. Suspension under this Annex relates only to the display of a Service and is not an enforcement measure under Chapter XIV.

Services listed in Annex A.5 are prohibited and may not be listed, advertised, or performed on or through the Platform, whatever documents a Technician holds.

The specific documents required for each Service will be published by Glow in the Technician onboarding flow and will be updated where a regulatory requirement changes. Where Glow becomes aware that a required license, permit, or certification has expired, been suspended, or been revoked, Glow will suspend the display of the affected Service until the position is regularized.

Nothing in this Annex creates an obligation on Glow to verify the substantive validity of a document beyond the checks reasonably practicable in the ordinary course of Platform administration, and nothing in this Annex transfers to Glow any obligation that applicable law imposes on a Technician.