

Privacy Policy

Filhome.ph • Generated 2 October 2026

Who is responsible for your information?

Platform operator: [To be completed in Admin -> Settings] trading as Filhome.ph

Registration: [To be completed in Admin -> Settings] • [To be completed in Admin -> Settings]

TIN: [To be completed in Admin -> Settings]

Registered address: [To be completed in Admin -> Settings]

Website: <https://filhome.ph> • Support: hello@filhome.ph

Filhome processes personal information in connection with student rental discovery, identity verification, listings, messaging, bookings, leases, payments, support, advertiser offers and platform security. This policy is intended to explain those practices in line with Republic Act No. 10173 (Data Privacy Act of 2012) and its implementing rules.

Information we collect

Account details such as name, email, username, school and role.

Contact/profile information, guarantor or emergency details you choose or are required to provide.

Identity documents submitted for staff verification.

Property listing details, photos, inspection results and host payout information.

Messages, booking requests, lease signatures and support tickets.

Payment references and ledger records. Filhome does not need to store your full payment-card credentials when PayMongo processes the payment.

Technical and security information such as IP address, browser/session data and audit records.

Student identity verification

The uploaded identity document is encrypted and made available only to authorised verification staff. After staff approve or reject the document, Filhome deletes the source document. Filhome retains the verification result, date, reviewer/audit information and a limited verification record so the account can remain marked as verified without retaining the identity image.

How information is used

Information is used to provide and secure the platform, verify users and properties, facilitate contracts and payments, respond to support, prevent abuse, keep accounting/audit records and comply with legal obligations. Information is not sold for third-party advertising.

Sharing and service providers

Information may be shared with providers needed to operate Filhome, including hosting, email and payment services such as PayMongo; with the other party to a booking where necessary to arrange the tenancy; with inspectors and authorised staff where required for verification; and with authorities when legally required. Service providers process information under their own applicable terms and privacy practices.

Storage and retention

Filhome keeps information only for as long as reasonably necessary for the purposes described, legal/accounting requirements, dispute handling and security. Identity source documents follow the shorter deletion rule described above. Different records may have different retention periods.

Your rights

Subject to Philippine law, you may have rights to be informed, access personal information, object to or restrict certain processing, request correction or erasure where applicable, obtain data portability where applicable, and complain to the National Privacy Commission. Contact hello@filhome.ph to exercise a privacy right or ask a question.

Security

Filhome uses access controls, encryption for sensitive uploaded identity documents, audit logging and other technical/organisational measures. No internet service can promise absolute security, so users should also protect their credentials and devices.

Contact

Privacy contact: [To be completed in Admin -> Settings] • hello@filhome.ph • Dumaguete City, Negros Oriental, Philippines