

# Privacy Policy

Help Nearby Pty Ltd

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# 1 Introduction

**Last updated:** 15 Mar 2026

**Company:** Help Nearby Pty Ltd

**Address:** Unit 2201, 10 Atchison Street, St Leonards NSW 2065

**Email:** contact@helpnearby.com.au

Help Nearby Pty Ltd (“Help Nearby”, “we”, “us”, “our”) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. The Australian Privacy Principles (APPs) govern the way in which we collect, use, disclose, store, secure, and dispose of your Personal Information. This Policy applies to all users of our services, including:

- customers seeking services
- service providers, and businesses listing services
- business admins and employees
- visitors to our website and mobile apps A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>. This Privacy Policy should be read together with our Terms of Service, which govern your use of the Platform. In the event of any inconsistency between this Privacy Policy and the Terms of Service regarding the handling of Personal Information, this Privacy Policy prevails otherwise the Terms of Service prevails.

## 1.1 Our APP Compliance Commitment

Help Nearby is bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). This Privacy Policy sets out how we comply with each APP:

- APP 1 (Open and transparent management): Sections 1, 18
- APP 2 (Anonymity and pseudonymity): Users browsing the Platform without
- an Account may do so without identifying themselves, to the extent practicable
- (subject to cookies and analytics in Section 3.9). Account creation requires
- real identity for safety, verification, payment, and legal compliance purposes,
- making anonymity or pseudonymity impracticable for registered users (APP 2.3).

- APP 3 (Collection of solicited personal information): Sections 2, 3, 3.10, 5
- APP 4 (Dealing with unsolicited personal information): Applies in limited circumstances where we receive personal information we did not solicit (including via web scraping of publicly available sources). See Sections 3.11 and 19. We apply APP 4 by:
  - (i) determining whether collection would have been permitted under APP 3;
  - (ii) de-identifying or destroying information that could not have been collected; and
  - (iii) providing removal mechanisms in Section 16.1.
- APP 5 (Notification of collection): Sections 2, 5, 5.1, 5.2
- APP 6 (Use or disclosure): Sections 7, 8
- APP 7 (Direct marketing): Section 7.6
- APP 8 (Cross-border disclosure): Section 9
- APP 9 (Government related identifiers): Not applicable
- we do not adopt
  - government identifiers as our own
- APP 10 (Quality of personal information): Section 15.5
- APP 11 (Security and retention): Sections 10, 12
- APP 12 (Access): Section 15
- APP 13 (Correction): Section 15.5

If you have questions about our APP compliance, contact our Privacy Officer at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

## 2 What Is Personal Information, and Why Do We Collect It?

Personal Information is information or an opinion that identifies an individual. This Personal Information is obtained in many ways, including:

- name
- date of birth
- Addresses entered
- email
- phone number
- payment information
- photographs
- identification documents
- location information
- chat messages
- device details
- booking and job history

We don't guarantee website links or the privacy policies of authorised third parties. We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients, and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing. When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it. For the purposes of consumer rights and applicable protections, users may be classified as a Consumer or Small Business Customer as defined in our Terms of Service. These classifications may affect the extent of certain legal rights available to you in connection with our Platform.

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## **3 Information We Collect**

We collect the following categories of information:

### **3.1 Basic Contact Information**

- Name
- Email address
- Phone number
- Addresses

### **3.2 Identity Verification & Licensing**

For service providers and businesses, we may collect:

- government-issued ID
- trade licenses
- accreditations
- insurance certificates
- company registration details
- employee details (if applicable)
- Business ABN
- GST Status

### **3.3 Profile Information**

- business name
- services offered
- Profile and service photos
- service descriptions
- availability schedules
- employee rosters (for business accounts)

### **3.4 Booking & Job Information**

- job requests and details
- job location
- availability

- before/after photos
- change order details
- receipts and transaction history
- reviews and ratings
- photos (if provided)

### **3.5 Chat & Communication Data**

- messages exchanged between users and service providers
- timestamps
- attachments (images, documents)

Chats are not private and may be reviewed by Help Nearby staff to ensure platform safety and compliance, including for safety, fraud prevention, and resolving disputes.

### **3.6 Payment Information**

Processed through Stripe and Stripe Connect:

- payment method
- transaction IDs
- Payment status
- payout information for service providers
- billing address Help Nearby does not store credit card numbers/payment methods used. This may not apply to third parties that we use, such as Stripe or Stripe Connect.

### **3.7 Location Information**

We may collect:

- the address you enter when booking
- suburb or region for service provider listings We do not track GPS location unless explicitly provided by the user.

### **3.8 Device & Technical Data**

Through Expo, Vercel, and other analytics tools:

- IP address
- device type

- operating system
- browser type
- app version
- error logs
- usage analytics

### 3.9 Cookies & Analytics

Using Google Analytics, we collect anonymous usage statistics for improving our platform. Cookies may store:

- preferences
- session data
- referral information

### 3.10 Sensitive Information

We do not generally collect sensitive information (such as health information, racial or ethnic origin, political opinions, religious beliefs, sexual orientation, or criminal records) except where:

- it is reasonably necessary for our functions or activities;
- you have provided explicit consent; or
- it is required or authorised by law.

In limited circumstances, government-issued identity documents provided by Service Providers may inadvertently contain sensitive information (such as organ donor status or certain photo characteristics). We:

- collect such documents only for identity verification purposes;
- do not extract or use any sensitive information for other purposes;
- restrict access to identity documents to authorized personnel only;
- delete identity documents within 90 days after verification, unless
- retention is required by law; and
- store identity documents with enhanced security measures.

If you believe we have collected sensitive information about you, or if you wish to withdraw consent for its use, please contact us immediately at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

### 3.11 Information Collected from Public Sources

We may collect certain business and contact information about Service Providers from publicly available sources, including:

- business directories (e.g., Yellow Pages, True Local)
- search engines (e.g., Google Business Profile, Bing Places)
- social media business pages (e.g., Facebook Business Pages, LinkedIn)
- government registries (e.g., ABN Lookup, trade licensing authorities, ASIC)
- review platforms (e.g., Google Reviews, ProductReview.com.au)
- business websites and public-facing listings

Information we may collect from these sources includes:

- business name and trading name
- business address and service locations
- phone number and email address (if publicly listed)
- services offered and business descriptions
- business hours and availability
- customer reviews (not including the reviews text) and ratings (from public platforms)
- trade licenses, ABN, and registration details
- social media profiles and public posts

Why we collect this information:

- to create a comprehensive directory of service providers
- to help customers find qualified local service providers
- to pre-populate profile information for service providers who join the Platform
- to verify business information provided by service providers
- to improve search and matching algorithms

Your rights regarding scraped information: If we have collected your business information from public sources and you:

- wish to claim and update your profile, you may register as a Service Provider and claim the profile.
- wish to correct inaccurate information, contact us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au)

- wish to have your information removed from the Platform, submit a removal request to [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au) (we will process within 7 days)
- believe collection was not reasonably expected or necessary, you may lodge a complaint under Section 18

We take reasonable steps to ensure information collected from public sources is:

- accurate and up-to-date (verified against multiple sources where possible)
- relevant and not excessive for our purposes
- used only for the purposes disclosed in this Privacy Policy

However, we cannot guarantee the accuracy of all publicly sourced information. If you identify inaccurate information about your business, please contact us immediately.

### **3.12 Intellectual Property in Scraped Content:**

- We do not claim ownership of photos, logos, or content scraped from public sources
- Such content is used under fair dealing for information purposes
- If you own copyright in content displayed on your Unclaimed Listing and wish to have it removed, submit a copyright takedown notice under the Copyright Act 1968 (Cth) to [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au), including:
  - identification of the copyrighted work;
  - location on our Platform (URL);
  - proof of ownership; and
  - your contact details. • Upon verification, we will remove copyrighted content within 7 days

Note: Once you claim your profile or register as a Service Provider, your information becomes subject to Sections 3.1-3.11 (information you provide directly).

## 4 Cookies Rejection Option

You can choose to refuse or disable cookies by adjusting your browser or device settings. Most browsers allow you to:

- block all cookies
- block third-party cookies
- delete existing cookies
- receive a warning before cookies are stored

Please note that disabling cookies may affect certain functionality of our website, including login sessions, saved preferences, and performance features.

Instructions for managing cookies can be found in your browser's help menu. Examples:

- **Chrome:** Settings → Privacy and Security → Cookies and Other Site Data
  - **Safari:** Preferences → Privacy
  - **Firefox:** Options → Privacy & Security → Cookies and Site Data
-

## 5 How We Collect Information

We collect Personal Information when you:

- create an account
- verify your identity
- upload photos or documents
- request or complete a job
- communicate via in-app messaging
- update your profile
- provide reviews
- interact with our mobile apps
- use the website (<https://helpnearby.com.au>)
- use maps or location services
- make payments via Stripe or Stripe Connect
- contact customer support

We may also collect information indirectly from:

- employees or admins within your business
- customers submitting reviews
- third-party identity verification providers
- publicly available sources

### 5.1 Consequences of Not Providing Information

Some Personal Information is mandatory for us to provide our services. If you do not provide required information, we may not be able to:

- create or maintain your Account;
- verify your identity or qualifications (for Service Providers);
- process Bookings or payments;
- communicate with you about Jobs;
- investigate complaints or disputes; or
- comply with our legal obligations Where information is optional, we will indicate this at the time of collection. Providing optional information may improve your experience but is not necessary for core Platform functionality.

## 5.2 Collection from Third Parties

In some cases, we may collect Personal Information about you from:

- Business Account administrators (if you are an Employee User);
- Customers or Service Providers (in reviews, dispute reports, or messages);
- Identity verification service providers;
- Publicly available sources (e.g., business registries, trade licensing authorities).

Where we collect Personal Information from third parties, we will notify you as soon as practicable, unless an exception applies under APP 5.3 (e.g., notification would pose a serious threat to life or health or is required/authorized by law).

## 5.3 Automated and Independent Collection

We also collect information through our own processes, independent of your direct interaction, including:

- web scraping and automated collection from publicly available online sources;
  - third-party data providers and business information aggregators; and
  - government and industry registries. For more detail, see Sections 3.11 and 19.
-

## 6 Cross-Platform Disclosure

Help Nearby is accessible through our website, iOS app, Android app. The type of information collected and how it is processed may vary slightly between platforms due to differences in operating system permissions, security models, and device capabilities. For example:

- mobile apps may request permission to access your camera or photo library
  - the website may rely more heavily on cookies and browser-based analytics
  - mobile apps may collect device and technical logs for performance and error reporting
- Regardless of the platform you use, this Privacy Policy applies to all Personal Information collected by Help Nearby.
-

## **7 Why We Collect Your Information**

We collect your Personal Information for the following purposes:

### **7.1 To Provide and Improve Our Services**

- matching customers with service providers
- enabling bookings and scheduling
- facilitating payments
- managing business accounts
- administering employee schedules
- enabling messaging between parties
- generating receipts and records

### **7.2 Verification & Compliance**

- identity verification
- trade license and insurance validation
- fraud prevention
- ensuring compliance with Australian law

### **7.3 Payments**

- processing transactions
- holding funds with partnered payment processors
- releasing payments
- resolving billing disputes
- handling chargebacks

### **7.4 Communication**

- notifications
- reminders
- updates and service alerts
- customer support

## 7.5 Safety & Dispute Resolution

- monitoring messaging for compliance
- investigating complaints
- assessing fraud or misconduct
- enforcing our Terms of Service

## 7.6 Direct Marketing

We may use your Personal Information to send you marketing communications about:

- new features and services;
- updates to the Platform;
- promotions, discounts, or special offers;
- content we believe may interest you based on your use of the Platform.

We will only send you marketing communications where:

- you have consented to receive them during account registration or subsequently; or
- it is otherwise permitted under APP 7 and the Spam Act 2003.

Marketing communications will include:

- clear identification of Help Nearby as the sender;
- a functional “unsubscribe” mechanism in every message; and
- our contact information.

You can opt out at any time by:

- clicking “unsubscribe” in any marketing email;
- adjusting your notification preferences in your Account settings;
- contacting us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au); or
- replying “STOP” to marketing SMS messages.

We will process opt-out requests within 7 business days. Even if you opt out of marketing, we may still send you:

- transactional messages (booking confirmations, payment receipts);
- service updates (changes to Terms, Privacy Policy);
- account security alerts; and
- responses to your enquiries.

If we collected your Personal Information from a third party (e.g., via a referral or business account admin), we will identify that source in our first marketing communication to you.

## 7.7 Automated Decision-Making and Profiling

We may use automated systems and algorithms to:

- match Customers with suitable Service Providers based on location, availability, ratings, and service type;
- detect potentially fraudulent transactions or suspicious account activity;
- suggest Services or content that may be relevant to you;
- analyse usage patterns to improve Platform performance;
- filter or flag messages that may violate our Terms of Service.

These automated processes involve profiling, which means analysing your Personal Information to evaluate certain aspects of your use of the Platform.

You have the right to:

- request human review of any automated decision that significantly affects you (such as account suspension or payment blocks);
- challenge the accuracy of automated fraud detection; and
- understand the logic behind matching or recommendation algorithms.

To request human review or more information about automated decision-making, contact us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

## 7.8 Pre-population and Verification

For information collected from public sources, we use it to:

- create preliminary business profiles to improve Platform coverage;
- allow service providers to claim and verify their existing businesses;
- pre-fill registration forms to reduce friction for service providers joining;
- verify information provided by service providers during onboarding;
- detect fraudulent or duplicate listings;
- maintain data quality and accuracy across the Platform.

We do not use scraped information to contact businesses for marketing purposes unless they subsequently register on the Platform and consent to marketing communications.

## 8 When We Disclose Personal Information

We may disclose your Personal Information to:

- Supabase (data storage, authentication, file storage)
- Vercel (hosting-related data and logs)
- Stripe / Stripe Connect (payments, payouts)
- MapBox (address services)
- identity verification providers
- insurance validation services
- analytics providers (e.g., Google Analytics)
- business admins (for employees)
- customers when required for a job
- service providers when required for a job

We may also disclose information:

- with your consent
- where required or authorised by law
- to protect safety or prevent illegal activity

### 8.1 Third-Party Accountability

For disclosures to service providers within Australia (such as local identity verification providers), we take reasonable steps to ensure they:

- handle your Personal Information consistently with the APPs;
- use your information only for the specific purpose disclosed;
- maintain appropriate security safeguards; and
- comply with their own privacy obligations.

We remain responsible for Personal Information we disclose to Australian third parties under our control or direction.

For overseas disclosures, see Section 9.

### 8.2 Third-Party Privacy Policies

Our service providers have their own privacy policies:

- Stripe: <https://stripe.com/privacy>
- Supabase: <https://supabase.com/privacy>

- Vercel: <https://vercel.com/legal/privacy-policy>
- Google Analytics: <https://policies.google.com/privacy>
- MapBox: <https://www.mapbox.com/legal/privacy>

We encourage you to review these policies to understand how they handle your information.

### **8.3 Data Processor Agreements**

Where we engage service providers to process Personal Information on our behalf, we require them to:

- process data only on our documented instructions;
  - implement appropriate security measures;
  - notify us of any data breaches;
  - delete or return data when services conclude; and
  - cooperate with regulatory investigations.
-

## 9 Overseas Transfers

Some of our service providers and data processors are located overseas or store data in overseas data centres, including:

- Supabase (United States - AWS regions) - database and authentication
- Vercel (United States and other regions) - web hosting
- Stripe/Stripe Connect (United States, Ireland) - payment processing
- Google Analytics (United States) - analytics
- MapBox (United States/EU - AWS regions) - address autocomplete

When we disclose Personal Information to overseas recipients, we take reasonable steps to ensure they handle your information in a manner consistent with the Australian Privacy Principles. These steps include:

- only engaging reputable service providers with strong privacy commitments;
- requiring contractual commitments to protect your personal information;
- reviewing their security and privacy practices;
- monitoring for data breaches and security incidents; and
- ensuring they are subject to privacy laws or binding schemes substantially similar to the APPs (e.g., GDPR adequacy decisions in Europe, EU Standard Clauses (SCCs), or the EU-US Data Privacy Framework (DPF) where applicable).

However, we cannot guarantee that overseas recipients will not breach the APPs. If we disclose your Personal Information to an overseas recipient under APP 8. Where we rely on an individual's consent for an overseas disclosure under APP 8.2(b), we acknowledge that such consent means we are not required to take reasonable steps under APP 8.1, but we nevertheless seek to engage only overseas recipients with robust privacy protections as described above. Where we rely on reasonable belief under APP 8.2(a) that the overseas recipient is subject to substantially similar protections, our accountability obligations under the Privacy Act continue to apply.

By using the Platform, you consent to the disclosure of your Personal Information to the overseas recipients identified in this section for the purposes described in Section 7. Your consent is voluntary. If you do not consent to overseas disclosure, you will not be able to use the Platform as it relies on these third-party services for core functionality.

## 10 Security of Personal Information

We take the security of your Personal Information seriously and implement reasonable technical, physical, and administrative measures to protect it from:

- misuse, interference, and loss;
- unauthorized access, modification, or disclosure.

Our security measures include:

### Technical Controls:

- End-to-end encryption for data in transit (TLS 1.2+)
- Encryption at rest for sensitive data stored in databases (AES-256)
- Secure credential storage using industry-standard hashing (bcrypt/Argon2)
- Regular security patching and updates
- Firewall and intrusion detection systems

### Access Controls:

- Role-based access controls limiting employee access to Personal Information
- Principle of least privilege (employees only access data necessary for their role)
- Regular access reviews and audit logs
- Background checks for employees with access to Personal Information

### Operational Measures:

- Security incident response procedures
- Regular backups with encrypted storage
- Vendor security assessments for third-party service providers
- Employee privacy and security training

However, no system is completely secure. While we strive to protect your Personal Information, we cannot guarantee absolute security. You are responsible for:

- maintaining the confidentiality of your account password;
- using strong, unique passwords;
- protecting your devices from unauthorized access;
- promptly notifying us of any suspected unauthorized access.

## 11 Data Breach Notification (NDB Scheme)

We comply with the requirements of the Notifiable Data Breaches (NDB) scheme under the Privacy Act 1988 (Cth). If a data breach occurs that is likely to result in serious harm to affected individuals, we will:

- promptly investigate the incident
- take all reasonable steps to contain the breach
- If a data breach occurs that is likely to result in serious harm to affected individuals, we will:
  - promptly investigate the incident and, if an eligible data breach is identified, notify the OAIC within 30 days;
  - take all reasonable steps to contain the breach;
  - notify affected individuals as required under the Privacy Act 1988 (Cth).

Notifications will include:

- the nature of the breach;
  - the information involved;
  - steps you should take to protect yourself; and
  - the actions we have taken to minimise harm.
-

## 12 Data Retention

We retain Personal Information only for as long as necessary to fulfill the purposes for which it was collected, or as required by law.

### Retention periods:

- Transaction and booking records: 7 years after completion (Australian Taxation Office requirements)
- Payment information: 7 years after transaction (financial record-keeping)
- Identity verification documents: 7 years from the date of collection, or earlier once verification is complete and no legal obligation to retain applies. Where retention is required by the AML/CTF Act 2006, we retain records for 7 years from when the relevant transaction or customer due diligence record was made
- Chat and message data: 7 years after conversation (potential dispute resolution and legal proceedings)
- Photos attached to jobs/receipts: 7 years after job completion (evidence for disputes, warranty claims, and tax compliance)
- Reviews and ratings: duration of account + 2 years (reputation system integrity)
- Account profile information: duration of account + 2 years (to prevent immediate re-registration after suspension)
- Technical logs and analytics: 2 years (security monitoring and improvement)
- Marketing opt-out records: indefinitely (to honour your preferences)

After account closure or deletion:

- We will delete or de-identify your Personal Information in accordance with the above timeframes;
- Some information may be retained in aggregated or de-identified form for statistical analysis;
- Information required for ongoing legal obligations or proceedings will be retained until those obligations cease; and
- Backup copies may persist for up to 90 days in our disaster recovery systems.

You can request information about the retention status of your specific data by contacting us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

## 12.1 De-identification and Anonymization

When we no longer need to retain Personal Information in an identifiable form, we may de-identify or anonymize it. De-identification means removing or altering information so that it is no longer reasonably identifiable to you. This may include:

- removing direct identifiers (names, addresses, email addresses);
- aggregating data with other users' information;
- replacing identifiers with pseudonyms or codes;
- using statistical techniques to prevent re-identification.

Once information is de-identified in accordance with OAIC guidelines, it is no longer considered Personal Information and is not subject to the Australian Privacy Principles. We may retain and use de-identified information indefinitely for:

- analytics and research;
- improving our services;
- reporting and benchmarking; and
- developing new features.

If you have concerns about our de-identification practices, contact us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

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## 13 Children / Minors

Our Platform is not intended for, and may not be used by, individuals under 18 years of age.

We do not knowingly collect Personal Information from anyone under 18. If you are under 18, you must not:

- create an Account;
- provide any Personal Information to us;
- use the Platform to request or provide Services.

If we become aware that we have collected Personal Information from a person under 18, we will:

- take steps to delete that information as soon as reasonably practicable;
- terminate the associated Account; and
- notify the individual (or parent/guardian, if contact details are available).

Parents and guardians: If you believe your child has provided Personal Information to us, please contact us immediately at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au) so we can delete it.

Note: Service Providers must be at least 18 to comply with our Terms of Service and applicable business licensing requirements.

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## 14 Links to Third-Party Sites

The Platform may contain links to external websites or services operated by third parties. We are not responsible for the privacy practices, security, or content of those external sites.

When you leave our Platform, we recommend you:

- review the privacy policy of the website you are visiting;
- be cautious about what personal information you share; and
- understand that your interactions with third-party sites are governed by their terms, not ours.

Our Privacy Policy applies only to information collected by Help Nearby through the Platform.

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## **15 Access & Correction**

### **15.1 Right to Access**

Under APP 12, you have the right to request access to the Personal Information we hold about you. To request access:

- email [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au) with “Access Request” in the subject line;
- provide proof of identity (we may request ID to verify your identity); and
- specify what information you wish to access (if known).

We will respond to your request within 30 days (or notify you if we need more time).

### **15.2 Form of Access**

We will provide access in the form requested by you (e.g., PDF, electronic copy, viewing online) unless it is unreasonable or impracticable to do so.

### **15.3 Charges**

We do not charge for:

- making an access request;
- providing access to your information; or
- simple corrections.

However, we may charge a reasonable fee if:

- your request is complex or requires significant resources (e.g., retrieving archived data);
- you request multiple copies or specific formats that require conversion.

We will notify you of any charges before proceeding and provide a cost estimate.

### **15.4 When We May Deny or Limit Access**

Under APP 12.3, we may refuse or restrict access where:

- providing access would pose a serious threat to life, health, or public safety;
- providing access would unreasonably impact the privacy of others;
- the request is frivolous or vexatious;
- access would reveal our commercially sensitive decision-making processes;

- providing access would be unlawful (e.g., subject to legal privilege or regulatory prohibition);
- denying access is required or authorized by law; or
- legal proceedings between you and Help Nearby are underway or anticipated, and the information would not be discoverable in those proceedings.

If we deny or restrict access, we will provide written reasons (unless providing reasons would be unlawful or unreasonable) and inform you of your right to complain to the OAIC.

### **15.5 Right to Correction**

You have the right to request correction of Personal Information we hold if you believe it is inaccurate, out-of-date, incomplete, irrelevant, or misleading.

To request correction:

- update your profile directly through your Account settings (where possible); or
- email [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au) specifying the information and the correction requested.

We will respond within 30 days. If we correct your information, we will also take reasonable steps to notify any third parties to whom we have disclosed the incorrect information (unless impracticable).

### **15.6 If We Refuse Correction**

If we refuse to correct your information, we will:

- provide written reasons for the refusal;
- inform you of your right to request that we associate a statement with your information noting that you believe it is inaccurate (APP 13.2);
- inform you of your right to complain to the OAIC.

If you request, we will attach your statement to your information so it is apparent to anyone who accesses it.

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## 16 Deleting Your Data

You may request deletion of your account and certain data. Some records must be retained for legal, financial, or compliance reasons (e.g., transaction records, receipts).

### 16.1 For Service Providers Who Have Not Registered

If your business information appears on the Platform but you have not created an Account, you may request removal by:

- emailing [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au) with “Business Removal Request” in the subject
- providing your business name, address, and proof of ownership/authority
- specifying what information you wish to have removed

We will process removal requests within 7 business days and confirm completion. Note: If your information is publicly available and we believe it is reasonably necessary for our Platform functionality, we may retain limited business information (business name, general location, service type) in a de-identified or aggregated form. However, we will remove all identifying contact details upon request.

### 16.2 Re-scraping Prevention

Once you request removal, we will:

- flag your business to prevent future re-collection during scraping activities;
  - maintain a “do not scrape” list; and
  - respect your removal request unless you subsequently register voluntarily.
-

## **17 Policy Updates**

We may update this Privacy Policy from time to time to reflect:

- changes to our practices;
- changes in applicable laws;
- new features or services; or
- feedback from users or regulators.

### **17.1 Notification of Changes**

When we make material changes, we will:

- update the “Last updated” date at the top of this Policy;
- notify you by email to the address associated with your Account;
- display a prominent notice on the Platform; and/or
- require you to review and accept the updated Policy before continuing to use the Platform.

Material changes include:

- new purposes for collecting or using Personal Information;
- new categories of Personal Information collected;
- new third parties to whom we disclose Personal Information;
- changes to overseas data transfer arrangements; or
- changes that reduce your rights or increase our data processing activities.

### **17.2 Notice Period**

We will provide at least 30 days’ notice before material changes take effect, unless:

- immediate changes are required by law; or
- changes are necessary to address security or fraud concerns.

### **17.3 Your Consent**

Your continued use of the Platform after the effective date of changes constitutes acceptance of the updated Privacy Policy.

If you do not agree to the changes, you must:

- stop using the Platform before the changes take effect; and

- contact us to close your Account and request deletion of your Personal Information (subject to retention requirements in Section 12).

#### **17.4 Version History**

We maintain previous versions of this Privacy Policy for your reference. To view prior versions, contact us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

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## **18 Complaints & Enquiries**

### **18.1 General Enquiries**

If you have questions about this Privacy Policy or how we handle your Personal Information, contact us at:

Email: [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au)

Mail:

Privacy Officer, Help Nearby Pty Ltd

Unit 2201, 10 Atchison Street

St Leonards NSW 2065, Australia

### **18.2 Privacy Complaints**

If you believe we have breached the Australian Privacy Principles or this Privacy Policy, you may lodge a formal complaint.

To make a complaint:

1. Submit your complaint in writing (email or letter) to the contact details above
2. Include your name, contact details, and a description of the alleged breach
3. Provide any supporting information or evidence

### **18.3 Complaint Handling Process**

We will:

- acknowledge receipt of your complaint within 7 business days;
- investigate the matter and respond within 30 days (or notify you if more time is needed);
- provide you with our decision in writing, including reasons and any remedial action we will take;
- keep records of your complaint and our response.

### **18.4 External Dispute Resolution**

If you are not satisfied with our response, or if we have not responded within 30 days, you may contact: Office of the Australian Information Commissioner (OAIC) Phone: 1300 363 992 Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) Website: <https://www.oaic.gov.au/> Online complaint form: <https://www.oaic.gov.au/privacy/privacy-complaints>

The OAIC can investigate your complaint and make determinations under the Privacy Act 1988.

### **18.5 No Cost**

We do not charge for lodging or investigating privacy complaints.

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## **19 Unclaimed Business Listings and Public Data**

### **19.1 Source of Business Information**

Help Nearby may collect business information about service providers from publicly available sources (including online directories, search engines, government registries, and social media) to create a comprehensive directory of services.

### **19.2 Pre-populated Profiles**

If your business appears on the Platform but you have not created an Account (“Unclaimed Listing”):

- the information displayed is sourced from public records and may not be complete or current;
- we take reasonable steps to ensure accuracy, but cannot guarantee it;
- you may register to claim your listing and update/correct the information; or
- you may request removal by contacting us at [contact@helpnearby.com.au](mailto:contact@helpnearby.com.au).

### **19.3 No Endorsement**

The presence of an Unclaimed Listing does not constitute:

- endorsement or verification by Help Nearby;
- a contractual relationship between the business and Help Nearby; or
- confirmation that the business is currently trading, licensed, or insured.

### **19.4 Claiming Your Business**

To claim an Unclaimed Listing:

- register as a Service Provider following the process in Section 4 of the Terms of Service;
- verify your identity and authority to represent the business;
- review and update the pre-populated information; and
- complete the onboarding process, including accepting these Terms.

Once claimed, you are responsible for maintaining accurate and current information on your profile.

## 19.5 Liability for Unclaimed Listings

For Unclaimed Listings, Help Nearby:

- does not process bookings or payments;
- is not liable for inaccurate, outdated, or misleading information;
- may display information with a notice that it is “Unclaimed”;
- may remove listings if we receive complaints or believe information is inaccurate.

Customers acknowledge that Unclaimed Listings have not been verified and should independently verify business details before engaging services.

## 19.6 Removal Requests

Business owners may request removal of Unclaimed Listings by providing:

- proof of ownership or authority;
- specific information to be removed; and
- a valid business reason (if removal would impact Platform users).

We will process removal requests in accordance with our Privacy Policy and applicable law.

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*End of Privacy Policy*