

GetMyTradie Privacy Policy

Effective date: 4 July 2026 | www.getmytradie.com.au

1. Introduction

This Privacy Policy explains how GetMyTradie, operated by Frans Jindo, ABN 76 447 439 128, trading as GetMyTradie ("we", "us", "our"), collects, uses, discloses, and protects personal information in connection with the Platform at www.getmytradie.com.au.

We are committed to handling personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using the Platform, you consent to the collection and use of your information as described in this Policy.

2. Information We Collect

We collect the following categories of personal information:

- Account information: name, email address, phone number, and password, for both Customers and Tradies.
- Tradie business information: ABN, business/trading name, trade category, business phone number, business email, and business address or service area.
- Verification data: the result of our Australian Business Register (ABR) lookup (matched business name, entity status, and registration date), and confirmation of business phone number verification via one-time SMS code.
- Payment information: for Tradie subscriptions, payment is processed by Stripe. We do not collect or store full card numbers ourselves; Stripe provides us with limited transaction details (such as subscription status and payment history) needed to manage your account.
- Content you provide: profile descriptions, photos, reviews, and any messages sent through the Platform.
- Usage and technical information: device type, browser, IP address, and general usage data collected automatically when you use the Platform.
- Reports: information submitted by other users when reporting a listing, including the reason for the report.

3. How We Use Your Information

We use personal information to:

- Create and manage your account and display your profile (for Tradies) on the Platform.
- Verify a Tradie's ABN and business identity at sign-up, and periodically thereafter, to help prevent impersonation and fraud.
- Send one-time verification codes by SMS to confirm a Tradie's business phone number.
- Process subscription payments through Stripe and manage billing, cancellation, and account suspension at the end of a billing period.
- Enable Customers to search for and contact Tradies, and enable Tradies to respond to enquiries.

- Investigate reports of fraudulent, impersonated, or policy-breaching listings.
- Communicate with you about your account, changes to our Terms or this Policy, and important service updates.
- Maintain the security, integrity, and proper functioning of the Platform.
- Comply with our legal obligations.

We do not use your personal information for automated decision-making that produces legal or similarly significant effects without human review.

4. How We Disclose Your Information

We disclose personal information to:

- Other users, where necessary for the Platform to function. For example, a Tradie's business name and verification status is visible to Customers, and a Customer's contact details are shared with a Tradie once the Customer chooses to make contact.
- Service providers who help us operate the Platform, including Stripe (payment processing), our SMS provider (for one-time verification codes), our cloud hosting provider (Vercel), and the Australian Business Register (for ABN verification lookups).
- Regulators, law enforcement, or other third parties where required or authorised by law, or where we reasonably believe disclosure is necessary to investigate suspected fraud or protect the rights, property, or safety of GetMyTradie, our users, or the public.

We do not sell personal information to third parties, and we do not disclose personal information overseas except to the extent our service providers listed above may store or process data outside Australia as part of their standard operations (for example, Stripe's infrastructure). Where this occurs, we take reasonable steps to ensure those providers handle information consistently with the Australian Privacy Principles.

5. Data Security

We take reasonable technical and organisational steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes encrypting sensitive data such as verification codes, restricting internal access to personal information on a need-to-know basis, and relying on reputable third-party providers (such as Stripe) for payment processing rather than storing card data ourselves.

No method of transmission or storage is completely secure, and we cannot guarantee absolute security of information transmitted to or stored on the Platform.

6. Data Breach Notification

If we become aware of a data breach involving personal information that is likely to result in serious harm, we will comply with our obligations under the Notifiable Data Breaches (NDB) scheme in Part IIIC of the Privacy Act 1988 (Cth), including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

7. Data Retention

We retain personal information for as long as your account remains active, and for a reasonable period afterwards where necessary to resolve disputes, enforce our Terms, investigate reports of fraud or impersonation, or comply with legal obligations (including tax and financial record-keeping requirements). We will de-identify or securely delete personal information once it is no longer needed for these purposes.

8. Access, Correction, and Complaints

You may request access to, or correction of, the personal information we hold about you by contacting us at support@getmytradie.com.au. We will respond within a reasonable timeframe and in accordance with the Australian Privacy Principles.

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you may lodge a complaint with us at support@getmytradie.com.au. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

9. Cookies and Similar Technologies

The Platform may use cookies and similar technologies to keep you logged in, remember your preferences, and understand how the Platform is used, so we can improve it. You can control or disable cookies through your browser settings, though some parts of the Platform may not function correctly if you do so.

10. Children's Privacy

The Platform is not intended for use by individuals under the age of 18, and we do not knowingly collect personal information from children.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. Where changes are material, we will provide reasonable notice before they take effect. The updated Policy will be posted on the Platform with a revised effective date.

12. Contact Us

For any questions about this Privacy Policy, or to make a privacy-related request or complaint, contact us at support@getmytradie.com.au.