

Securiverse Privacy Policy

Last updated: 25 September 2026

Securiverse Pty Ltd ABN 85 696 164 459 (**Securiverse, we, us, our**) respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, hold, use and disclose personal information when you use the Securiverse website, mobile application, Company portal, subscription services, support channels and related services (together, the **Platform**).

We handle personal information in accordance with the **Privacy Act 1988 (Cth)** and, where applicable, the **Australian Privacy Principles (APPs)**. The APPs regulate matters including the collection, use, disclosure, security, access and correction of personal information.

1. Personal information we collect

The personal information we collect depends on how you interact with Securiverse and may include:

Account and profile information

Your name, email address, telephone number, profile image and other information you provide when creating or maintaining an account.

Licence and accreditation information

Security licence images, photographs or copies, licence numbers, expiry dates, the issuing State or Territory, licence types, accreditations and information generated or obtained through licence verification.

Job and engagement information

Job roles, locations, dates, times, requirements, proposed or agreed rates, applications, Company decisions, offers, acceptances, declines, withdrawals, cancellations, amendments and engagement records.

Communications and feedback

Chat messages, support requests, ratings, feedback, complaints and information submitted in connection with disputes.

Check-in and check-out information

Where this feature is enabled, we may collect location and time information associated with your check-in or check-out for a Job.

Subscription and transaction information

Your subscription plan, invoices, payment status and payment-provider transaction or checkout references.

Payment-card information entered through Stripe is processed by Stripe and is not entered into the Securiverse Platform.

Technical and usage information

We may collect technical information generated when you use the Platform, including login, security, diagnostic and feature-usage information required to operate, secure, maintain and troubleshoot the Platform.

2. How we collect personal information

We primarily collect personal information directly from you, including when you:

- create or update an account;
- upload licence or accreditation information;
- create or apply for a Job;
- send, receive or respond to an offer;
- communicate through Chat or support channels;
- accept or modify an engagement;
- provide ratings or feedback;
- use check-in or check-out functionality; or
- purchase or manage a subscription.

We may also collect personal information from Companies and Operatives using the Platform, licence-verification services, payment and other service providers, and other persons or organisations where authorised or required by law.

We also generate records of activities performed through the Platform, such as timestamps, account activity and Job or engagement status.

Where practicable, you may interact with us anonymously or using a pseudonym. However, we may need to identify you where this is necessary to provide certain Platform services, verify licences, facilitate engagements or comply with the law.

3. How we use personal information

We may collect, hold, use and disclose personal information to:

- provide, operate and administer the Platform;
- create and manage accounts;
- facilitate Jobs, applications, offers and engagements;
- display relevant profiles and licence information;
- facilitate communication between Companies and Operatives;
- verify licence and accreditation information;
- provide check-in and check-out functionality;
- manage subscriptions and invoices;
- provide customer support;
- prevent and investigate fraud, misuse and security incidents;
- manage complaints and disputes;
- maintain Platform and engagement records;
- comply with applicable laws and lawful requests; and
- protect our rights, users and the security of the Platform.

We may use or disclose personal information for other purposes where you consent or when permitted or required by law.

4. Licence verification

When an Operative supplies licence information, we may collect the uploaded licence image and associated details and create a verification record.

Verification may be performed using an approved verification source or by an authorised Securiverse administrator.

Verification records may include the verification outcome, source, date, verified licence activities and relevant administrative notes.

A **Verified** status means only that the licence information satisfied the verification process used at the relevant time. It does not guarantee an Operative's suitability, availability, conduct, insurance, site clearance or future licence status.

Relevant licence and accreditation information may be made available to Companies considering or engaging an Operative.

5. Automated decision-making

Securiverse may use computer programs or automated processes in connection with licence verification or other Platform functions.

Where a computer program uses personal information to make, or substantially and directly contribute to making, a decision that could reasonably be expected to significantly affect an individual's rights or interests, we will provide information about that use as required by applicable privacy law.

New APP privacy-policy transparency requirements concerning certain automated decisions commence on **10 December 2026**.

6. Who we disclose personal information to

Depending on how you use the Platform, we may disclose personal information to:

- **Companies and Operatives** where reasonably necessary for Job discovery, applications, assessment, offers, engagements and communications;
- **payment providers** where necessary to establish and manage subscriptions and transactions;
- **licence-verification providers and authorised reviewers** where information is required to perform licence checks;
- **service providers** assisting with hosting, storage, communications, security, diagnostics, support or operation of the Platform; and
- **professional advisers, regulators and authorities** where required or authorised by law or reasonably necessary to obtain professional advice or exercise or defend legal rights.

We do not sell personal information or permit information obtained through the Platform to be used for unrelated data brokering.

7. Overseas disclosure

Some third-party service providers may store or process personal information outside Australia.

Where Securiverse discloses personal information to an overseas recipient, we will handle the disclosure in accordance with applicable requirements of the Privacy Act and APPs.

We note that APP 1 requires an applicable privacy policy to address likely overseas disclosures and, where practicable, identify the relevant countries.

8. Check-in/out, Chat and engagement records

Where enabled, check-in and check-out functionality creates location-linked and time-linked records relating to a Job.

These records provide administrative evidence generated through the Platform. They do not independently establish actual hours worked, performance, fitness for duty or payment entitlement.

Chat messages, ratings, Job-related information and engagement workflow events may be retained where reasonably necessary for operating the Platform, customer support, security, investigations, dispute management or legal compliance.

9. Subscriptions and Job payments

Companies and Operatives may purchase subscriptions providing access to applicable Platform functionality.

Subscription payments made to Securiverse are separate from payments owed between Companies and Operatives for Jobs.

Securiverse does not currently receive, hold, divide, remit or guarantee payment of Job rates. Companies pay Operatives directly under their respective engagement arrangements.

10. Direct marketing

We may use personal information for direct marketing where permitted by law.

Where applicable, our marketing communications will provide a way for you to opt out of receiving further marketing communications.

Companies and Operatives must not use personal information obtained through the Platform for unrelated marketing.

11. Accuracy and correction

We take reasonable steps appropriate to the circumstances to ensure personal information we collect, use or disclose is accurate, up-to-date, complete and relevant.

You may update certain information through your account or ask us to correct information we hold about you.

12. Security

We take reasonable steps to protect personal information we hold from misuse, interference, loss and unauthorised access, modification or disclosure.

No online service can guarantee absolute security. You should protect your account credentials and notify us promptly if you suspect unauthorised access.

13. Retention and deletion

We retain personal information for as long as reasonably necessary for the purposes for which it is held, or as required or permitted by law.

Where personal information is no longer required and we are not required or authorised to retain it, we will take reasonable steps to destroy or de-identify it.

Deleting an account may therefore not result in immediate deletion of every associated record. We may retain information concerning engagements, licence verification, invoices, transactions, security investigations, complaints, disputes and legal or regulatory requirements.

14. Accessing and correcting your personal information

You may request access to personal information we hold about you or ask us to correct that information.

Please contact:

Privacy Officer

Securiverse Pty Ltd

Email: support@securiverse.com.au

We will deal with requests in accordance with applicable privacy law. APPs 12 and 13 address access to and correction of personal information.

15. Privacy complaints

If you believe we have mishandled your personal information or failed to comply with this Privacy Policy, please contact our Privacy Officer.

We will investigate your complaint and respond within a reasonable period.

If you are dissatisfied with our response, you may be entitled to make a complaint to the **Office of the Australian Information Commissioner (OAIC)**.

16. Changes to this Privacy Policy

We may update this Privacy Policy at our discretion to reflect changes to the Platform, our information-handling practices or applicable legal requirements from time to time.

The current version will be published through our website or Platform. Where appropriate, we will notify users of material changes.

17. Contact us

For privacy questions, information requests or complaints, contact:

Privacy Officer

Securiverse Pty Ltd

ABN: 85 696 164 459

Email: support@securiverse.com.au
