

# Privacy Policy – XECH Pty Ltd

XECH Pty Ltd (ABN 36 630 513 647) , an Australian company with its registered office at Level 9 530 Little Collins Street, Melbourne VIC 3000 (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy outlines how we collect, use, disclose, and manage your personal information when you access or use the XECH software and related services (“Service”).

## 1. What Information We Collect

We may collect the following types of personal information:

- **Contact details** – name, email address, phone number, business address;
- **Account information** – username, password, subscription preferences;
- **Payment details** – billing address and transaction history (via secure third-party payment processors);
- **Usage data** – logs of your interaction with our Service, IP address, device and browser type;
- **Any data you voluntarily upload** into the XECH platform.

## 2. How We Collect Information

We collect personal information:

- When you register or use the Service;
- When you communicate with us (email, phone, support requests);
- Through cookies and analytics tools when you interact with our website;
- From third parties, if you give permission or where permitted by law.

## 3. Why We Collect Personal Information

We collect and use your personal information for the following purposes:

- To provide and maintain the XECH Service;
- To communicate with you, including customer support and service updates;
- To personalise your experience and improve our platform;
- To manage billing and payments;
- To comply with legal obligations.

## 4. Disclosure of Personal Information

We may disclose your information to:

- Our employees, contractors, and related entities for operational purposes;
- Third-party service providers (e.g., hosting, analytics, payment processors) under strict confidentiality agreements;
- Government authorities or regulators if required by law.

We do **not** sell or rent your personal information to third parties.

## **5. Overseas Disclosure**

Some of our third-party service providers may store or process information outside Australia. When we do so, we take reasonable steps to ensure that your data is handled in a manner consistent with Australian privacy laws.

## **6. Security of Personal Information**

We take reasonable technical and organisational steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. These measures include encryption, access controls, and secure data storage.

## **7. Access and Correction**

You may request access to or correction of your personal information by contacting us (see Section 10). We will respond within a reasonable time and may charge a fee for providing access, where permitted by law.

## **8. Cookies and Analytics**

Our website and Service use cookies and similar technologies to enhance user experience and collect usage data. You can modify your browser settings to disable cookies, but this may affect functionality.

## **9. Complaints**

If you have concerns about how your personal information is handled, please contact us using the details below. If you are not satisfied with our response, you can contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au).

## **10. Policy Updates**

We may update this Privacy Policy from time to time. Changes will be published on our website with an updated effective date. Your continued use of the Service signifies your acceptance of any changes.