

WEEL GLOBAL PRIVACY POLICY

Last updated 16 June 2025

Introduction

Weel Holdings Pty Ltd (ABN: 39 617 434 607) and its subsidiaries and related entities (referred to as “Weel”, “we”, “us”, “our”) are committed to protecting your privacy in accordance with local privacy laws. This Privacy Policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws, how you can access the personal information we hold about you and how to have that information corrected.

The country-specific addendums to this Privacy Policy supplement and/or modify this Privacy Policy.

What information do we collect?

We only collect your personal information including to the extent that it is reasonably necessary for one or more of our functions or activities.

The type of personal information we collect about you will depend on the nature of your interactions with us. The types of information we collect can include (without limitation):

- your name, date of birth, nationality and contact details (e.g. email address, phone number and/or residential or other address);
- the name, date of birth, nationality, contact details and address of any beneficial owners, directors or other relevant stakeholders of the business and documents to verify such information (e.g. passport, proof of address);
- other personal information such as government identification document details and photographs you provide to us;
- your role within your business;
- information about the transactions you facilitate via Weel, including the value of the transactions, method of payment and reason for purchase when you make payments using your Weel card;
- information you enter into the Weel website or mobile application;
- information you provide us when you participate in any dialogue with us;
- with your permission, your physical location using a location service;
- with your permission, your camera roll to upload receipts and payment data;
- with your permission, audio or video recordings of your engagements with us;
- your employment and educational information when you apply for a job with us;
- any other information which we may need to promote or provide our products or services.

Please note that not all of the above categories may constitute personal information under your applicable local privacy laws.

How do we collect your information?

We collect information directly from you in many ways, including when you:

- access or use our websites, services or mobile applications (including when you register for a Weel account, download the Weel App, use your Weel card, or use the Weel website or mobile application);
- purchase our products or services, including making or accepting transactions via Weel;
- communicate with us (including by email, telephone, in person or via a website or otherwise);

In certain circumstances, we may also collect information about you from publicly available sources (such as the internet) and/or from third parties (e.g. our service providers).

In certain circumstances, we may be required under law to collect your personal information to provide certain services to you. For example, for certain services, we may be required to collect personal information from you in order to comply with our KYB / KYC obligations under applicable anti-money laundering legislation.

What information do we collect when you use our website?

We use technology to collect anonymous information about the use of our website, for example when you browse our website our service provider logs your server address, the date and time of your visit, the pages and links accessed and the type of browser used. It does not identify you personally and we only use this information for statistical purposes and to improve the content and functionality of our website, to better understand our clients and markets and to improve our services.

In order to collect this anonymous data we may use “cookies”. Cookies are small pieces of information which are sent to your browser and stored on your computer’s hard drive. Sometimes they identify users where the website requires information to be retained from one page to the next. This is purely to increase the functionality of our site. Cookies by themselves cannot be used to discover the identity of the user. Cookies do not damage your computer and you can set your browser to notify you when you receive a cookie so that you can decide if you want to accept it. If you use only temporary cookies, once you leave our site, the cookie is destroyed and no personal or other information about you is stored. If you use permanent cookies, they allow the website to recognise your computer when you return in the future.

Purpose of collection and use of your personal information

We collect and use your personal information for the purpose of managing our business, providing our products and services to you or otherwise as permitted by applicable law. Purposes for which we may collect or use your personal information include (without limitation):

- to provide and optimise the products and/or services we provide to you (including any transactions you facilitate via Weel);
- to provide integrations between our service and a third party as nominated by you in the Weel platform;
- to verify your identity and conduct Know Your Business (KYB) / Know Your Customer (KYC) checks;
- to communicate with you (including providing you with customer service and dealing with any disputes, complaints or requests made by you or on your behalf);
- to assess the performance of our products and services, including for data analysis, developing new products and services, managing the provision of our customer service, analysing the services and our customer base and improving our website(s) and services offering;
- to detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our websites and services fairly and in accordance with our terms of use;
- to maintain system security and stability;
- to comply with, and assess compliance with, our obligations under the law or contract and our internal policies and procedures;
- to protect and enforcing our rights, interests and remedies and the rights, interests and remedies of our customers and other persons and organisations;
- to market to you or for business development purposes;
- to send you offers, updates, events, articles, newsletters or other information about products and services we believe may be of interest to you (with your consent, where required by applicable law);
- to display targeted advertising to you online (including through our own website and platforms or through third party websites and their platforms);
- to assess your job application (if you have applied for a job with us);
- to facilitate the sale, transfer, merger, or divestiture of all or a portion of our business or assets;
- for our general business and risk management purposes; and
- for any other purposes identified at the time of collecting your personal information.

What if you don't provide some information to us?

If you do not provide us with some or all of the information that we ask for, we may not be able to provide you with certain services or your access to such services may be limited (for example, we may not be able to provide you access to the Weel platform or your use of the Weel platform and features may be limited).

How do we hold and protect your information?

We strive to maintain the relevance, reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

Information we collect from you that is held by us is stored in PCI-DSS Level 1 certified data centres, protected using industry standard AES-256 encryption algorithm.

Opting-out of marketing communications

We will always give you the option of electing not to receive marketing communications from us and you can unsubscribe at any time by using the unsubscribe facility in the communication or otherwise notifying us that you wish to do so.

When do we disclose your personal information?

We may disclose your personal information to third parties in connection with the purposes described in this privacy policy (see in particular the "Purposes of collection and use" section) or otherwise as required or permitted by applicable law. We do not trade, rent or sell your information.

The third parties that we may disclose your personal information to may include:

- our associated entities or related companies / bodies corporate;
- Weel users who are associated with your account;
- our contractors, business partners, suppliers, service providers, card providers and financial service providers (e.g. banks);
- our professional advisors and agents;
- any other person we are required or permitted by law to disclose to, including a Court (for example, in response to a subpoena), law enforcement agency, government authorities (state and federal) or statutory agencies; and
- any third parties to whom you have authorised us to disclose your personal information to.

In some circumstances, the disclosure may be to a third party located outside of your country, including (without limitation) a third party located in Australia and New Zealand. The privacy laws and protections of those countries may be different from, and not comparable to, the laws of your country. We will only disclose your personal information to third parties located outside of your country in accordance with applicable privacy laws.

How can you check, update or change the information we are holding?

You may have certain rights in relation to your personal information under applicable local law, including the right to request access to, or correction of, your personal information held by us.

If you wish to request access or correction of your personal information, please email us at help@letsweel.com. Please ensure you include in your email enough information for us to identify the personal information you wish to access or correct.

We may be required to request additional information from you before we grant your request, including information and supporting documents to verify your identity to ensure the request is being made by you or a person who is authorised to make such a request on your behalf.

We will provide you with access to the requested personal information we hold about you unless we are required or permitted under applicable laws to refuse to provide you with such access. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete unless we are required or permitted under applicable laws to refuse to do so. We will advise you as soon as possible after receiving your request if this is the case and the reasons for our refusal.

We do not charge for receiving a request for access to your personal information or assessing whether we hold your personal information. We do not typically charge for providing access to or correction of your personal information.

What happens if you want to complain?

If you have any concerns about whether we have complied with your local privacy laws or this Privacy Policy when collecting or handling your personal information, please email us at help@letsweel.com or write to us at PO Box 20530, World Square, NSW, 2000 Australia.

Your complaint will be considered by us through our internal complaints resolution process and we will try to respond with a decision within a reasonable timeframe and in accordance with our obligations under applicable law.

Your consent

By providing your personal information to Weel, you consent to the collection, storage, use and disclosure of the information you have provided to us for the purposes described above.

Further Information

For further information about our privacy policies or practices please contact us by email at help@letsweel.com.

Changes to this Privacy Policy

We may update or change this Privacy Policy from time to time. An up to date version of this Privacy Policy is available at any time at <https://letsweel.com/terms>

If we update this Privacy Policy, it will be taken to apply to you and your continued dealings with us from the date it is uploaded to our website.

You are responsible for reviewing this Privacy Policy periodically and informing yourself of any changes. We encourage you to check back regularly.

ADDENDUM – AUSTRALIA

This Addendum supplements the Weel Privacy Policy and applies to personal information collected and/or processed in Australia.

Weel entities in Australia include Weel Holdings Pty Ltd (ABN: 39 617 434 607).

The relevant privacy legislation is the Privacy Act 1988 (Cth).

ADDENDUM – NEW ZEALAND

This Addendum supplements the Weel Privacy Policy and applies to personal information collected and/or processed in New Zealand.

Weel entities in New Zealand include Weel New Zealand Limited (NZBN: 9429052492549).

The relevant privacy legislation is the Privacy Act 2020.