PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Beamove, ABN 99 226 961 184 (**we**, **us** or **our**) via the website located at https://beamove.com.au/ (**Website**).

1. What Information Do We Collect?

The kind of Personal Information that we collect from you will depend on how you use the website. The Personal Information which we collect and hold about you may include:

Name, email address, phone number, payment details, and login credentials.

2. Types of Information

The Privacy Act 1998 (Cth) (Privacy Act) defines types of information, including Personal Information and Sensitive Information.

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable:

(a)   whether the information or opinion is true or not; and

(b)   whether the information or opinion is recorded in a material form or not.

If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "Personal Information" and will not be subject to this privacy policy.

Sensitive Information is defined in the Privacy Act as including information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive Information will be used by us only:

(a)   for the primary purpose for which it was obtained;

(b)   for a secondary purpose that is directly related to the primary purpose; and

(c)   with your consent or where required or authorised by law.

3. How We Collect Your Personal Information

(a)   We may collect Personal Information from you whenever you input such information into the Website, related app or provide it to Us in any other way.

(b)   We may also collect cookies from your computer which enable us to tell when you use the Website and also to help customise your Website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

(c)   We use different types of cookies including essential cookies for Website functionality, analytical cookies to improve user experience, and marketing cookies that may be set by third parties. These cookies are retained for up to 90 days and can be managed through your browser settings. Third-party cookies are subject to their respective privacy policies, which we encourage you to review.

(d)   We generally don't collect Sensitive Information, but when we do, we will comply with the preceding paragraph.

(e)   Where reasonable and practicable we collect your Personal Information from you only. However, sometimes we may be given information from a third party, in cases like this we will take steps to make you aware of the information that was provided by a third party.

4.   Cookie Policy

(a)   What are cookies

    (i)   Cookies are small text files stored on your device when you visit our website. They help us improve functionality, analyse performance, personalise your experience, and support secure transactions on the Beamove platform.

(b)   Types of cookies we use

    (i)   **Essential cookies** - These cookies are necessary for the proper operation of the website and our online marketplace. They enable core functions such as:
- Logging in to your account;
- Managing bookings and payments securely through Stripe;
- Maintaining session information in Sharetribe; and
- Keeping the site secure and stable (through Webflow hosting and Cloudflare CDN).

    Because these cookies are essential, they cannot be disabled through our system.

    (ii)   **Performance and analytics cookies** - We use cookies and similar technologies to help us understand how visitors use the website and how we can improve the user experience. These may include:
- Webflow analytics and built-in performance tracking; and
- Zapier tracking to monitor automation success or failure.

    All analytics data is aggregated and does not directly identify individuals.

    (iii)   **Functional cookies** - These cookies help enhance user experience by remembering your preferences, such as:
- Language and regional settings;

- Previous login information (for smoother sign-ins); and
- Platform customisation for business or personal accounts.

These cookies are set by Sharetribe and Webflow to ensure consistent marketplace functionality.

(iv) **Third-party cookies** - Third-party cookies may be placed on your device by external service providers integrated into our platform, including:
- Stripe – for secure payments and fraud prevention;
- Zapier – for managing automated communications and form submissions;
- Google Workspace – for file uploads (e.g., provider documents);
- Microsoft Outlook / 365 – for customer service and correspondence.

These third-party providers may use cookies in accordance with their own privacy policies, which we encourage you to review.

(c) Managing cookie preferences

(i) You have control over how cookies are used on your device. You can:
- Adjust cookie settings in your web browser to block or delete cookies; or
- Decline non-essential cookies through any banner or consent tool available on our site.

Please note that disabling essential cookies may limit your ability to use certain parts of the Beamove platform, such as logging in or completing a booking.

(d) Updates to this cookie policy

(i) We may update this Cookie Policy periodically to reflect changes in technology, service providers, or legal requirements. Any updates will be posted on this page with the revised date.

5. Purpose of Collection

(a) We collect Personal Information to provide you with the best service experience possible on the Website and keep in touch with you about developments in our business.

(b) We customarily only disclose Personal Information to our service providers who assist us in operating the Website. Your Personal Information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.

(c) By using our Website, you consent to the receipt of direct marketing material. We will only use your Personal Information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from use. We do not use sensitive Personal Information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature, such as an unsubscribe button link.

(d)   Prior to sending any direct marketing communications, we will obtain your explicit consent through a clear opt-in process. This consent will specify the types of communications you may receive, and the frequency of such communications.

6.   **Security, Access and Correction**

(a)   **Security measures implemented** - Beamove employs a combination of administrative, technical, and physical safeguards to maintain the security and integrity of personal information. These include:

● Secure cloud-based storage using reputable third-party service providers such as Webflow, Sharetribe, Stripe, Zapier, Google Workspace, and Microsoft 365 (Outlook);

● Regular security reviews and software updates to maintain up-to-date protection;

● Multi-factor authentication (MFA) for administrative and provider logins;

● Automatic session timeouts and restricted data access for inactive users;

● Firewall and intrusion detection systems provided by our hosting and network partners (e.g., AWS, Cloudflare).

(b)   **Data encryption standards** - We apply encryption technologies to protect personal information:

● Data in transit is protected using TLS (Transport Layer Security) protocols to ensure secure communication between browsers, servers, and payment processors (e.g., Stripe).

● Data at rest stored on our partner platforms (Webflow, Sharetribe, Google, Microsoft, and Stripe) is encrypted using AES-256 or equivalent industry-standard encryption.

● Sensitive payment information is never stored directly on Beamove servers and is processed securely via Stripe's PCI-DSS Level 1 compliant environment.

(c)   **Access control and authorisation** - Access to personal information is strictly limited based on business need:

● Only authorised Beamove personnel and trusted service providers can access personal information, and only to the extent necessary to perform their duties;

● Role-based access control (RBAC) ensures different access levels for administrators, providers, and support staff;

● All access activities are logged and monitored for audit and security purposes;

● Employees and contractors are bound by confidentiality obligations and are required to complete data protection training.

(d)   **Data retention and disposal**

- When personal information is no longer required for the purpose for which it was collected, Beamove will take reasonable steps to anonymise, de-identify, or securely destroy the data.
- Most client files and records are retained for a maximum of seven (7) years, in accordance with our record-keeping obligations and applicable laws.

(e)   The Australian Privacy Principles:

(i)   permit you to obtain access to the Personal Information we hold about you in certain circumstances (Australian Privacy Principle 12); and

(ii)   allow you to correct inaccurate Personal Information subject to certain exceptions (Australian Privacy Principle 13).

(iii)   provide you with the right to request deletion or portability of your Personal Information, subject to legal requirements and technical capabilities (Australian Privacy Principle 11).

(f)   Where you would like to obtain such access, please contact us in writing on the contact details set out at the bottom of this privacy policy.

7.   Complaint Procedure

If you have a complaint concerning the manner in which we maintain the privacy of your Personal Information, please contact us as on the contact details set out at the bottom of this policy. All complaints will be considered by Beamove and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

8.   Overseas Transfer

Your Personal Information may be transferred to recipients located in United States and European Union. United States and European Union has data protection laws which protect Personal Information in a way which is at least substantially similar to the Australian Privacy Principles, and there will be mechanisms available to you to enforce protection of your Personal Information under that overseas law. In the circumstances, we do not require the overseas recipients to comply with the Australian Privacy Principles and we will not be liable for a breach of the Australian Privacy Principles if your Personal Information is mishandled.

9.   How to Contact Us About Privacy

If you have any queries, or if you seek access to your Personal Information, or if you have a complaint about our privacy practices, you can contact us through: rights@beamove.com.au.