

Privacy Policy

Defectech Inspector Baseline

Effective Date: 20 April 2026

Version 1.0

About this document: This Privacy Policy explains how Rameco Tech Pty. Ltd. (ABN 30 681 091 289), trading as Defectech, collects, uses, stores and discloses your personal information when you use the Defectech mobile application ("the App"). Please read it carefully before using the App.

1. About Us

The App is operated by:

Rameco Tech Pty. Ltd.

ABN: 30 681 091 289

Trading as: Defectech

Website: www.defectech.com.au

Email: support@defectech.com.au

We are an Australian company subject to the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). References to "we", "us" or "our" in this Policy refer to Rameco Tech Pty. Ltd.

2. What is Defectech?

Defectech is a point-and-shoot building defect detection app designed for use by building inspectors, inspection firms, and construction companies. The App allows users to:

- Photograph building defects at residential, commercial, and under-construction properties
- Receive AI-generated defect descriptions from Google Gemini based on submitted photos
- Draw annotations directly on photos to mark defects
- Record property addresses and client details
- Sync calendar information from Google Calendar and Apple Calendar to manage inspection schedules
- Export basic inspection summaries

Important: Defectech is a tool to assist professional inspectors. AI-generated defect descriptions are assistive only and do not constitute professional engineering, structural, or legal advice. Inspectors remain solely responsible for all inspection findings and conclusions.

3. Information We Collect

We collect the following categories of personal and operational information:

3.1 Account & User Information

- Full name
- Email address
- Phone number
- Business or company name
- Account credentials (managed securely; passwords are not stored in plain text)

3.2 Property & Inspection Data

- Addresses of properties being inspected
- Names or contact details of site owners or clients (as entered by the inspector)
- Inspection notes and annotations

3.3 Photos & Media

- Photographs of building interiors, exteriors, and construction sites taken through the App
- Annotated images created within the App

Note on photos: Photos are stored securely on servers located in Australia (DigitalOcean, Sydney region). Inspectors are responsible for ensuring that photographs do not capture individuals, personal identifiers, or other sensitive information not relevant to the inspection. The App displays a reminder of this obligation before each capture session.

3.4 Calendar Data

If you choose to sync your Google Calendar or Apple Calendar with the App, we request full calendar read access. This means we may access:

- Event titles, dates and times
- Event locations
- Attendee information
- Event descriptions and notes

Calendar data is accessed solely to display and manage inspection scheduling within the App. We do not share calendar data with any third party, and we do not use it for marketing or profiling purposes. You may revoke calendar access at any time through your device or Google account settings.

3.5 Location Data

- GPS coordinates are collected when you photograph a defect or record a property inspection, and are used to geotag inspections
- Location data is stored as part of the inspection record and is not used for advertising, tracking, or profiling

3.6 Device & Technical Data

- Device type, operating system version, and app version
- Crash reports and diagnostic data (collected via Firebase Analytics — see Section 5)
- App usage and performance data for the purpose of improving the App

3.7 Payment Information

If you subscribe to a paid plan, payment processing is handled entirely by Stripe, Inc. We do not collect, store, or have access to your credit card number, bank account details, or other financial credentials. Stripe's privacy policy governs the handling of your payment information: stripe.com/privacy.

4. How We Collect Your Information

We collect information in the following ways:

- Directly from you, when you create an account, enter inspection data, or contact us for support
- Automatically, when you use the App (device data, location, crash reports)
- Via your device camera and photo library, when you capture inspection photos
- Via calendar integration, when you authorise access to Google Calendar or Apple Calendar
- Via third-party services, such as Firebase Analytics (crash diagnostics and analytics) and Stripe (payment processing)

5. How We Use Your Information

We use your personal information for the following purposes:

5.1 Providing and Improving the App

- Creating and managing your account
- Enabling defect capture, annotation, and inspection scheduling features
- Processing and displaying AI-generated defect descriptions (see Section 6)
- Syncing and displaying your inspection calendar
- Generating and exporting inspection summaries
- Diagnosing app crashes and performance issues

5.2 Billing and Subscriptions

- Processing subscription payments via Stripe
- Sending billing receipts and subscription notifications

5.3 Communications

- Responding to support enquiries
- Sending important service or policy update notifications
- Providing onboarding guidance (you may opt out of non-essential communications at any time)

5.4 Legal and Compliance

- Complying with applicable Australian laws and regulations
- Enforcing our Terms and Conditions
- Responding to lawful requests from regulatory bodies or law enforcement

6. AI Processing — Google Gemini

Important disclosure: The App uses Google Gemini, a third-party artificial intelligence service provided by Google LLC. When you capture a photo for defect analysis, that photo (and associated metadata) is transmitted to Google Gemini to generate a text description of the observed defect.

By using the defect detection feature of the App, you explicitly consent to your inspection photos being sent to Google LLC for AI processing. This consent is required before any photo is submitted for analysis.

You should be aware of the following:

- Google Gemini is a US-based service operated by Google LLC. Transmission of photos to Gemini involves the transfer of data outside of Australia.
- We transmit only the photo and minimal contextual metadata necessary to generate a defect description. We do not transmit account details, client names, or property addresses to Google Gemini.
- Google LLC processes this data in accordance with its own privacy policy and terms of service: policies.google.com/privacy
- AI-generated descriptions are assistive only. They do not constitute professional advice. The inspector bears full professional responsibility for all findings.
- You may choose not to use the AI description feature. The App's core capture and annotation functionality remains available without AI processing.

7. Disclosure of Your Information to Third Parties

We do not sell, rent, or trade your personal information. We share your information only with the following third-party service providers, strictly for the purposes described:

Google LLC (Gemini AI)

Purpose: AI-generated defect descriptions from inspection photos. Location: United States. Governed by Google's Privacy Policy.

DigitalOcean LLC

Purpose: Cloud infrastructure and secure storage of inspection data, photos, and account information. Location: Sydney, Australia (au-syd1 region). Governed by DigitalOcean's Privacy Policy.

Stripe, Inc.

Purpose: Payment processing for subscription plans. Location: United States. Governed by Stripe's Privacy Policy (stripe.com/privacy).

Firebase Analytics (Google LLC)

Purpose: Crash reporting, app diagnostics, and usage analytics. Firebase Analytics is operated by Google LLC. It may collect device identifiers, app usage events, crash logs, and performance data. This data is linked to your Firebase installation ID but not to your name or inspection content. Note: As Firebase Analytics is operated by Google LLC — the same provider as the Gemini AI service used for defect detection — data transmitted to Firebase is subject to Google's Privacy Policy (policies.google.com/privacy). Location: United States.

We require all third-party service providers to handle personal information in a manner consistent with the Australian Privacy Principles. No other third parties have access to your personal information.

We may also disclose personal information if required by law, a court order, or a lawful request from a regulatory or law enforcement authority.

8. Overseas Disclosure

As described in Section 7, some of your personal information is disclosed to recipients located overseas, specifically:

- Google LLC (United States) — for AI photo processing via Gemini
- Stripe, Inc. (United States) — for subscription payment processing
- Firebase Analytics / Google LLC (United States) — for crash diagnostics and app analytics

Before disclosing personal information to overseas recipients, we take reasonable steps to ensure those recipients handle your information in a manner consistent with the Australian Privacy Principles. By using the App, you consent to these overseas disclosures as described in this Policy.

9. Data Storage and Security

Your inspection data, photos, and account information are stored on DigitalOcean servers located in Sydney, Australia. We implement the following security measures to protect your information:

- Encryption at rest (AES-256) and in transit (TLS 1.2 or higher)
- Access controls limiting data access to authorised personnel only
- Secure authentication for all user accounts
- Regular security reviews of our infrastructure and third-party integrations

Despite these measures, no method of electronic transmission or storage is completely secure. We cannot guarantee absolute security, but we are committed to maintaining industry-standard protections and will notify affected users and the Office of the Australian Information Commissioner (OAIC) in the event of an eligible data breach under the Notifiable Data Breaches scheme.

10. Data Retention

We retain your personal information for as long as your account is active, or as necessary to provide the App's services. Upon your request to delete your account:

- Your account and all associated personal information, inspection data, and photos will be permanently deleted from our systems
- Deletion will be completed promptly upon receipt of a verified request
- We may retain de-identified or aggregated data that cannot be linked to you for product improvement purposes
- Residual copies held in automated backups will be purged on our standard backup rotation cycle

To request account deletion, contact us at support@defectech.com.au or use the account deletion option within the App settings.

11. Your Privacy Rights

Under the Australian Privacy Principles, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate, incomplete, or outdated personal information
- Complain about a breach of the Australian Privacy Principles
- Opt out of receiving non-essential communications from us
- Withdraw consent for AI photo processing (you may opt out of the Gemini feature at any time in App settings)
- Withdraw consent for calendar synchronisation (you may revoke access at any time via your device or Google account settings)
- Request deletion of your personal information (see Section 10)

To exercise any of these rights, please contact us at support@defectech.com.au. We will respond within a reasonable timeframe and in accordance with our legal obligations.

12. Children's Privacy

The App is intended for use by professional building inspectors and construction industry personnel. It is not directed at individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe a minor has provided personal information through the App, please contact us immediately at support@defectech.com.au.

13. Inspector Responsibilities and Third-Party Data

When using the App, inspectors and businesses may enter personal information about their clients (site owners, property managers, or other third parties). By entering third-party personal information into the App, you represent and warrant that:

- You have obtained all necessary consents from those individuals to collect and store their personal information
- You are authorised to share that information with us for the purpose of delivering inspection services
- You will comply with all applicable privacy laws in relation to the personal information you collect and enter into the App

Inspectors are also reminded that property photos must not capture individuals, identifiable faces, vehicle registration plates, or other sensitive personal information not relevant to the building defect being documented. The App displays a reminder of this obligation before each photo capture session.

14. Privacy Complaints

If you have a complaint about how we have handled your personal information, please contact us in the first instance:

Email: support@defectech.com.au

Website: www.defectech.com.au

We will acknowledge your complaint within 5 business days and endeavour to resolve it within 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Phone: 1300 363 992

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal obligations, or App features. When we make material changes, we will:

- Update the Effective Date at the top of this Policy
- Notify you via email or an in-app notification before the changes take effect

Continued use of the App after the updated Policy takes effect constitutes your acceptance of the revised terms. We encourage you to review this Policy periodically.

16. Contact Us

For any questions, requests, or concerns regarding this Privacy Policy or how we handle your personal information, please contact:

Rameco Tech Pty. Ltd. (trading as Defectech)

ABN: 30 681 091 289

Email: support@defectech.com.au

Website: www.defectech.com.au

Legal note: This Privacy Policy was prepared to comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles, the Notifiable Data Breaches scheme, and the Apple App Store Review Guidelines (including guideline 5.1.2(i) regarding third-party AI disclosure). It reflects the Privacy and Other Legislation Amendment Act 2024 reforms in force as of the effective date above. This document does not constitute legal advice. You should seek independent legal advice to ensure your compliance obligations are fully met.