



2025-08-28__RateRight__Privacy_Policy__v03

RateRight Pty Ltd Privacy Policy

Company Details

- Company: RateRight Pty Ltd
- ACN: 689 397 582
- ABN: 46 689 397 582
- Registered Office: Level 1, 457-459 Elizabeth Street, Surry Hills NSW 2010
- Principal Place of Business: Same as above
- State of Registration: NSW
- Date Registered: 25 July 2025
- GST: Not registered (as at August 2025)
- PAYG: Not registered (as at August 2025)

Scope of Document

This Privacy Policy explains how RateRight collects, uses, stores, and shares information in compliance with the **Privacy Act 1988 (Cth)**, including the **Notifiable Data Breaches scheme**. RateRight acts as a digital marketplace facilitator and escrow agent only.

Effective Date: 28 August 2025

Version: v03

1. What We Collect

- Personal Information: names, contact details, ABNs, licences, insurance details, job descriptions, payment details, ratings.

- Sensitive Information: only if required for safety compliance (e.g., health data under WHS), with explicit consent.

2. How We Collect

- From you: during sign-up, job posts, applications, ratings, and platform interactions.
- Automatically: device data, IP address, usage logs for security and improvements.
- From others: Stripe (for payments), Australian Business Registry (for ABN verification), insurance verification providers.

3. How We Use Your Information

- To operate the Platform (matching, contracts, payments, ratings).
- To verify compliance (ABNs, insurance, safety).
- To improve services through anonymised analytics.
- For marketing updates, only with your opt-in consent.

4. Who We Share With

- Other users: limited details required for jobs (e.g., contact details after a match, ratings for profiles).
- Service providers: Stripe for payments, subject to confidentiality obligations.
- Regulators: if legally required (ATO, SafeWork NSW, OAIC).
- Overseas: none without safeguards (e.g., contractual clauses, equivalent protections).

5. Storage & Security

- Data stored securely in Australia.
- Retention: 7 years for tax/payment records; 2 years for job data; otherwise deleted after 12 months of inactivity.

- Security: encryption, access controls.
- Breaches: if a notifiable data breach occurs, users and OAIC will be notified as required by law.

6. Your Rights

- Access/Correction: request via **admin@rateright.com.au** (response within 24 business hours, Mon–Fri, 9am–5pm AEST).
- Complaints: contact RateRight first. If unresolved, escalate to the OAIC (oaic.gov.au, 1300 363 992).

7. Changes

We may update this Privacy Policy and will notify users via email or platform notice.

Document Control

- Prepared for: RateRight Pty Ltd
- ACN: 689 397 582
- ABN: 46 689 397 582
- Classification: Internal / Legal Reference
- Governing Law: NSW, Australia
- Next Review: 28 August 2026 or earlier if laws change