Wediate Privacy Policy

Effective date: 13 November 2026

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1. Who we are

This policy explains how Wediate collects, uses, stores and protects your personal information when you use our website and platform. It formally sets out the data handling practices Wediate has followed since 12 January 2025.

In this policy, "Wediate", "we", "us" and "our" means Wediate Pty Ltd (ABN: 39 677 609 540) in Australia and Wediate Ltd, registered in England and Wales, in the United Kingdom. It applies to everyone who uses Wediate, including buyers, sellers, tenants, landlords, hosts, guests and partners, in Australia, the United Kingdom and Indonesia.

We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, the UK General Data Protection Regulation and the Data Protection Act 2018, and other privacy laws that apply where we operate.

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2. Our Commitment to You

In plain English:

- We never sell your personal information.
- We never share it with advertisers or use it to make money from you.
- We only share it with established, trusted organisations when we need to, such as banks, verification providers and government authorities.
- We keep identity documents for a maximum of 6 months, then delete them.
- We only collect what we need to run a safe, secure payment-holding service.

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3. Information We Collect

We collect information you give us when you register, verify your identity, create or join a transaction, or contact us. This may include:

- Contact details: full legal name, email address, phone number and address.
- Business details: business or trading name, ABN, ACN, UTR, company number, NPWP or equivalent tax identifier.
- Identity documents: a copy of government-issued ID such as a passport, driver licence or national identity card, and in some cases a photo of you for matching.
- Banking details: account name, bank, and account identifiers needed to send and receive funds.
- Transaction details: job or booking details, amounts, release requests, approvals, disputes, and messages with Wediate about a transaction.
- Technical information: IP address, browser and device type, how you use our website, and which website, search or link brought you to us, collected automatically.
- How you found us: if you choose to tell us when you book or apply.

We do not ask for more than we need to provide the service and meet our legal obligations.

4. How We Use Your Information

We use your information only to:

- create and manage your Wediate account
- verify your identity and confirm who is on each side of a transaction
- hold, release and return funds in line with our Terms of Service
- communicate with you about your account, transactions and any disputes
- prevent, detect and investigate fraud, scams and misuse of the platform
- meet our legal obligations, including tax, anti-money laundering and counter-terrorism financing laws
- improve the security and performance of our website and platform
- understand which of our own channels, such as search, social media posts and campaigns, bring people to Wediate

We will only send you marketing about Wediate's own services if you have agreed to it, and you can opt out at any time. We never use your identity documents for anything other than verification and legal compliance.

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5. Who We Share Your Information With

We only share your personal information when it is necessary, and only with the parties below:

- The other party to your transaction: limited details such as your name, business name and contact details, so the transaction can go ahead. We never share your identity documents or full banking details with the other party.
- Banks and payment providers: our banking and payment partners, to hold, convert and transfer funds.
- Identity verification providers: where we use a specialist provider to check identity documents or carry out Know-Your-Customer (KYC) and anti-money laundering (AML) checks.
- Government and regulators: tax authorities such as the Australian Taxation Office and HM Revenue and Customs, AUSTRAC, police, courts and other regulators, where the law requires it or where we reasonably suspect fraud or other unlawful activity.
- Professional advisers: our lawyers, accountants and auditors, under a duty of confidentiality.
- Service providers: trusted providers who host our website, store data or send emails for us, only to the extent they need it to provide that service.

Everyone we share information with must protect it and may only use it for the purpose we provided it. We do not share your information with anyone else, and we never sell or rent it.

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6. Identity Documents

We keep copies of your identity documents for a maximum of 6 months from the date you upload them. After that, the document images are permanently deleted.

If you later make a change to your account or start an action that needs identity verification, we will ask you to upload your ID again at that time. This means your documents are not sitting on our systems for longer than they need to be.

Where the law requires us to keep a record that we verified your identity, we keep a short verification record instead of the document itself. This record may include your name, date of birth, the type of document, its number and expiry date, and the date and result of the check. We keep it only for as long as the law requires and use it only to show we met our legal obligations.

7. How Long We Keep Other Information

We keep your account and transaction records for as long as your account is open, and afterwards for as long as the law requires. Tax, financial and anti-money laundering laws in Australia and the UK generally require businesses to keep transaction records for between 5 and 7 years.

We may also keep information for longer if it is needed for an ongoing dispute, a fraud investigation or legal proceedings. When we no longer need your information, we securely delete it or permanently de-identify it.

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8. How We Protect Your Information

We take reasonable steps to protect your information from misuse, loss, and unauthorised access or disclosure. These include encrypted connections to our website, restricted access so only authorised staff can view identity documents and banking details, and secure hosting with reputable providers.

No system is completely secure. If a data breach is likely to cause you serious harm, we will notify you and the relevant regulator as the law requires.

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9. International Transfers

Because we operate in Australia, the United Kingdom and Indonesia, your information may be accessed or stored in any of these countries, and by service providers in other countries where their systems are located.

When we transfer information overseas, we take reasonable steps to make sure it is protected to a standard similar to Australian and UK privacy law, including by only using reputable providers bound by confidentiality and data protection obligations.

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10. Your Rights

You can ask us to:

- give you a copy of the personal information we hold about you
- correct information that is wrong or out of date
- delete your information, where we are not legally required to keep it
- stop sending you marketing

To make a request, contact us using the details below. We will respond within 30 days. We may need to confirm your identity before we act on a request.

If you are unhappy with how we have handled your information, please contact us first so we can try to fix it. If you are still not satisfied, you can complain to the Office of the Australian Information Commissioner (oaic.gov.au) in Australia, or the Information Commissioner's Office (ico.org.uk) in the UK.

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11. Cookies and Analytics

Our website uses cookies to keep you logged in, keep the platform secure and understand how the site is used.

This includes a first-party cookie that remembers which website, search engine, social media post or campaign link brought you to Wediate, and the page you first landed on. We keep it for up to 6 months. If you make a booking or apply for an account, we record this with your booking or application so we can see which of our channels are working.

We also use privacy-friendly website analytics, provided by our hosting provider, to count page visits and see which websites send visitors to us. These analytics do not use cookies and do not identify you personally.

We do not use cookies to sell your information or to show you third-party advertising, and we do not share this information with advertisers. You can turn cookies off in your browser settings, but some parts of the platform may not work properly without them.

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12. Changes and Contact

We may update this policy from time to time. The latest version will always be on our website, with the date it was last updated. If we make a significant change, we will let you know by email or on the platform.

For any questions about this policy or your personal information, email us at inbox@wediate.com.au or write to Wediate Pty Ltd, Suite 113, 10 Albert Ave, Broadbeach QLD 4218.