

SiteCheck – Privacy Policy

Effective date: 11/09/2026 **Who we are:** Synergy Safety Solutions (ABN [11672184833]), Arthur Drive, Parkhurst, Queensland, Australia (“Synergy”, “we”, “us”).
Privacy contact: info@synergysafety.com.au

This policy explains how we handle personal information in SiteCheck in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1. What we collect

Account information: your name, business name, ABN, business email, mobile number, trading address, logo, password (stored only as a secure hash – we cannot see it), and your subscription and plan details.

Payment information: Stripe, our payment processor, collects and stores payment card details. We receive only a payment token, the last four digits of the card, and billing status.

Content you create: site names and addresses, audit answers, notes and photos, documents you generate, corrective actions, and the names, roles, licence numbers, signatures and training details of workers you enter into registers, sign-on tables and induction records.

Health-related records: if you use the Health and Audiometric Monitoring Register or the Incident Report, you may enter limited health-related information about workers (for example, that monitoring occurred, the date, and a high-level injury description). This is health information under the Privacy Act. We ask you to enter only what the law requires and not to enter medical results or diagnoses. You are responsible for informing your workers that you hold this information in SiteCheck.

Ask WHS: the questions you ask, the answers given, and your feedback.

Usage and technical information: login times, pages used, device and browser type, IP address, and error logs. We use cookies and similar technologies for login sessions and, if enabled, analytics and advertising measurement (see section 7).

2. Why we collect it

To provide the Service (accounts, audits, documents, Ask WHS, support); to process payments and manage subscriptions; to communicate with you about your account, legislation updates and product changes; to improve the Service and its content; to keep the Service secure; and to comply with law.

3. Who we share it with

We share personal information only as needed to run the Service:

- **Stripe** – payments and subscription billing.

- **Supabase** – database, authentication and file storage.
- **Lovable** – application hosting.
- **AI model providers** (via Lovable’s AI gateway or Anthropic) – to answer Ask WHS questions. Questions are sent with relevant SiteCheck content; we do not send your business name, worker details or audit records unless they are part of the question you type.
- **Email service** [name] – account and billing emails.
- **Analytics and advertising** [e.g. Meta Pixel, Google Analytics] – only if enabled; see section 7.
- **Users you invite** to your account, according to the permissions you set.
- **Professional advisers, regulators, law enforcement** where required by law.

We do not sell personal information.

4. Where it is stored

Your data is stored in [Australia (Sydney)] on Supabase infrastructure. Some providers listed above (Stripe, AI model providers, email and analytics services) process data in the United States and other countries. By using the Service, you consent to those overseas disclosures. We take reasonable steps to ensure those providers protect your information.

5. Security

We use encryption in transit and at rest, row-level access controls so each account can only see its own data, secure password hashing, optional two-factor authentication, restricted administrator access with logging, and regular backups. No system is completely secure; you are responsible for keeping your login details confidential and for the users you invite.

6. Access, correction and deletion

You can view and update most of your information in Settings. You can export your data (Settings → Privacy → Download my data) and delete your account (Settings → Privacy → Delete my account). Deletion removes your account data and files after a 7-day grace period. Data of cancelled accounts is deleted 90 days after cancellation. We may retain limited records where required by law (for example, tax records of payments) or to resolve disputes.

Workers whose details you have entered may contact you or us to access or correct their information; we will refer such requests to you as the account holder where appropriate.

7. Cookies, analytics and advertising

We use essential cookies for login. If enabled, we use analytics and advertising tools (such as Meta Pixel or Google Analytics) on our public website and sign-up pages to measure marketing performance. These tools may set cookies and collect device and browsing information. You can limit this in your browser settings. We do not use advertising tools inside the logged-in application.

8. Marketing

We may email you about legislation updates, new features and offers relevant to SiteCheck. You can unsubscribe from marketing at any time via the link in any email; you will still receive essential account and billing messages.

9. Data breaches

If a data breach is likely to result in serious harm to individuals, we will notify affected individuals and the Office of the Australian Information Commissioner as required by the Notifiable Data Breaches scheme.

10. Children

The Service is for businesses and is not directed at people under 18.

11. Complaints

If you have a concern about how we handle your information, contact us at [email]. We will respond within 30 days. If you are not satisfied, you may complain to the Office of the Australian Information Commissioner at oaic.gov.au.

12. Changes

We may update this policy from time to time. We will post the new version in the app and notify account holders of significant changes by email.