

EASYWORKS PRIVACY POLICY

Supplier	Michael Peachey as trustee for the Peachey Family Trust, trading as EASYWORKS
ABN	19 483 062 046
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About this Policy. EASYWORKS is operated by Michael Peachey as trustee for the Peachey Family Trust, trading as EASYWORKS (ABN 19 483 062 046). This Privacy Policy explains how EASYWORKS collects, uses, stores, discloses and protects personal information in connection with its business, websites, applications, software services, client relationships and approval systems.

1. Scope of This Privacy Policy

- 1.1** This Privacy Policy applies to personal information handled by EASYWORKS in connection with websites, custom applications, software development, hosted or maintained services, enquiries, quotes, client relationships, support, consulting, digital workflow automation, limited AI-assisted services, third-party integrations and the EASYWORKS client approval system.
- 1.2** A particular Client website, application or software product may have its own privacy policy or privacy notice. Where EASYWORKS operates technology on behalf of a Client, the Client's privacy policy may also apply to information collected through that service.
- 1.3** If there is an inconsistency between this Policy and an app-specific privacy notice, the app-specific notice applies to that app or service to the extent of the inconsistency.

2. Our Commitment to Privacy

- 2.1** EASYWORKS aims to handle personal information responsibly, transparently and securely and to comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles and other privacy requirements to the extent they apply.
- 2.2** EASYWORKS also aims to meet applicable privacy and data-handling requirements imposed by technology providers and application marketplaces used for particular services.

3. Personal Information We May Collect

- 3.1** The information collected depends on the service or interaction and may include name, email address, business or organisation name, job title or role, username or account information, authentication information, enquiry and support content, information entered into a website or application, billing or transaction information, IP address, browser and device information, operating system, application version, usage information, diagnostic information, files uploaded by a user, and information supplied through authorised third-party integrations.
- 3.2** Not every EASYWORKS website, application or service collects all of these categories.
- 3.3** Where a feature requires a device permission such as camera, photo library, microphone, notifications, location, contacts, Bluetooth or local-network access, the particular app should explain the purpose and request permission where required.

4. Client Approval and Electronic Acceptance Records

- 4.1** When a Client or authorised representative uses an EASYWORKS approval or acceptance page, EASYWORKS may collect and retain the information reasonably required to create an evidence record of the approval.
- 4.2** This information may include the approver's typed name, email address, position or authority, the project or approval request, declarations accepted, date and time, IP address, basic browser and device information, the exact legal-document versions presented, document identifiers and SHA-256 content hashes or similar integrity records.

- 4.3** EASYWORKS uses this information to authenticate and secure the approval process, maintain an audit trail, demonstrate what was approved, manage contractual relationships and resolve questions or disputes.
- 4.4** EASYWORKS does not use the approval process to collect precise location data or create advertising or behavioural profiles.

5. Sensitive Information

- 5.1** EASYWORKS does not intentionally collect sensitive information for its own general business purposes unless it is reasonably necessary for a specific service, its collection is lawful, and appropriate safeguards or notices are in place.
- 5.2** Where EASYWORKS develops or supports a Client system that handles sensitive information, additional contractual, privacy and security requirements may apply and responsibilities may be allocated between EASYWORKS and the Client.

6. How We Collect Personal Information

- 6.1** EASYWORKS may collect personal information directly from you; when you submit an enquiry, approval or form; when you create or use an account; when you communicate with us; when you buy or subscribe to a service; when you upload content; automatically through operation of a website or application; from a Client or organisation that authorises your access; through integrations you or a Client authorise; or where permitted or required by law.
- 6.2** Technical information may be collected through normal server logs, authentication systems, application monitoring or approval-security functions.

7. How We Use Personal Information

- 7.1** EASYWORKS may use personal information to provide and operate services; create and manage accounts; authenticate users; provide requested features; prepare quotes, proposals and invoices; communicate with Clients and users; provide support; maintain, troubleshoot and improve software; monitor reliability and security; process approvals; prevent fraud or misuse; comply with legal obligations; enforce agreements; manage business relationships; and carry out another purpose explained when the information is collected.
- 7.2** EASYWORKS will not use personal information for a materially unrelated purpose without consent unless permitted or required by law.

8. Apps and Device Permissions

- 8.1** Some applications developed or operated by EASYWORKS may request access to device features where reasonably connected to the app's functionality.
- 8.2** Where required, the purpose of a permission will be explained before or when permission is requested. Users can generally change permissions through device settings, although disabling a permission may prevent a related feature from working.
- 8.3** The permissions and data practices of individual Client applications may differ and may be described in an app-specific privacy notice.

9. Analytics, Diagnostics and Service Logs

- 9.1** Some services may use analytics, diagnostics, monitoring, error logging or crash reporting to understand usage, investigate errors, monitor reliability and security, and improve features.
- 9.2** Depending on the service, this information may include device type, browser, operating system, application version, session information, features used, errors, crash logs and technical network information.
- 9.3** EASYWORKS will not intentionally collect more technical information than is reasonably required for the relevant operational, security or improvement purpose.

10. Payments and Purchases

- 10.1** Payments may be processed through third-party providers or application marketplaces.

10.2 Where payment is processed entirely by a third party, EASYWORKS may not receive or store complete payment-card information.

10.3 Payment transactions are also subject to the terms and privacy practices of the applicable provider.

11. Third-Party Service Providers

11.1 EASYWORKS may use external providers for functions such as cloud hosting, databases, authentication, source-code hosting, email, notifications, analytics, monitoring, payment processing, artificial intelligence, content management, file storage, domains and application distribution.

11.2 Providers may include services such as Vercel, GitHub, Neon, Supabase, Clerk, Sanity, PayPal, OneSignal, Google, Microsoft and other providers selected for a particular project. Providers and services may change over time.

11.3 Where a provider receives or processes personal information in connection with an EASYWORKS service, EASYWORKS takes reasonable steps appropriate to the circumstances when selecting and configuring the provider.

11.4 Third-party providers have their own terms, privacy policies, infrastructure and data-handling practices.

12. When We May Disclose Personal Information

12.1 EASYWORKS may disclose personal information to service providers that help operate the relevant service; professional advisers; contractors assisting with a service where appropriate; a Client or organisation responsible for a Client application; where you request or authorise disclosure; where reasonably necessary to protect rights, security or safety; in connection with a genuine business sale or restructure; or where permitted or required by law.

12.2 EASYWORKS does not sell personal information in exchange for money.

13. Client Applications and Services Operated for Others

13.1 EASYWORKS may design, develop, host or maintain websites, applications and software systems for Clients.

13.2 In many Client systems, the Client decides what personal information is collected, why it is collected, how it is used, who may access it and how long it is retained. EASYWORKS may act primarily as a technology service provider processing information for that Client.

13.3 The Client's own privacy policy may apply to information collected through that service. Questions about the Client's use of personal information should generally be directed to the Client identified in the relevant service.

13.4 EASYWORKS remains responsible for its own handling of personal information within its control.

14. Overseas and Cross-Border Processing

14.1 Some technology providers used by EASYWORKS may store or process information in Australia or overseas. The countries involved may vary by service and provider.

14.2 Where required by applicable law, EASYWORKS will take reasonable steps in relation to overseas handling of personal information.

14.3 Overseas privacy laws may differ from Australian privacy laws.

15. Data Security

15.1 EASYWORKS takes reasonable steps appropriate to the information and services involved to protect personal information against misuse, interference, loss, unauthorised access, unauthorised modification and unauthorised disclosure.

15.2 Security measures may include encrypted communications, authentication, access controls, restricted administrative access, reputable cloud infrastructure, software updates, secure credential management, monitoring, logging and backups where appropriate.

15.3 No internet-connected system, transmission method or storage system can be guaranteed to be completely secure.

15.4 Users are responsible for keeping their credentials, authentication methods and devices secure.

16. Data Retention

16.1 EASYWORKS retains personal information only for as long as reasonably necessary for the purpose for which it was collected, providing or supporting services, maintaining accounts, meeting legal, tax or accounting obligations, resolving disputes, preventing fraud or abuse, maintaining security records, enforcing agreements or other legitimate business or legal purposes.

16.2 Approval and contractual evidence may be retained for the life of the relevant agreement and for a reasonable period afterwards to support legal, accounting, audit and dispute-resolution requirements.

16.3 When personal information is no longer reasonably required, EASYWORKS will take reasonable steps to delete, destroy or de-identify it where appropriate and subject to legal and technical requirements.

16.4 Backup copies may remain for a limited period as part of normal backup and disaster-recovery processes.

17. Account and Data Deletion Requests

17.1 Where a service allows users to create an account, users may request deletion of their account and associated personal information, subject to information that must or may be retained for legal, security, fraud-prevention, dispute-resolution, accounting, contractual or other legitimate purposes.

17.2 Deletion may be available within the application, through an account page, through a specific request page, or by contacting EASYWORKS.

18. Access and Correction

18.1 Subject to applicable law, you may request access to personal information EASYWORKS holds about you and request correction of information you believe is inaccurate, incomplete or out of date.

18.2 EASYWORKS may need to verify identity before providing access or making a correction and may refuse access where permitted by law, giving an explanation where appropriate.

19. Managing Choices and Consent

19.1 Where processing is based on consent, you may be able to withdraw that consent.

19.2 Depending on the service, you may also be able to disable device permissions, disable notifications, unsubscribe from marketing, adjust account settings or request account deletion.

19.3 Withdrawing consent or disabling a permission may affect features that depend on the relevant information.

20. Cookies and Similar Technologies

20.1 EASYWORKS websites and web applications may use cookies, local storage or similar technologies to maintain sessions, remember preferences, provide essential functionality, improve security, measure performance and understand usage.

20.2 Users may be able to manage cookies through browser settings, although disabling essential technologies may affect functionality.

21. Marketing Communications

21.1 EASYWORKS may send marketing communications where permitted by law.

21.2 You may unsubscribe using an unsubscribe function where provided or by contacting EASYWORKS.

21.3 Service, security, billing, contractual and account-related communications are not marketing and may still be sent where reasonably necessary.

22. Children and Young People

22.1 EASYWORKS does not knowingly collect personal information from children through its general business services unless a particular Client application or service is specifically designed to involve children or young people.

22.2 Where a service is intended for, or may be used by, children or young people, additional privacy notices, consent processes and safeguards may apply.

23. Higher-Risk Information

23.1 Some Client applications may involve health, financial, employment, identification or other higher-risk information.

23.2 Where EASYWORKS develops or supports such a system, additional privacy, security, consent or regulatory requirements may apply and responsibilities should be addressed in the project agreement and the Client's own compliance arrangements.

24. Artificial Intelligence and Automated Services

24.1 EASYWORKS may use AI-assisted tools in software development and internal business processes, and may implement AI-powered features where specifically agreed.

24.2 EASYWORKS will seek to avoid providing personal information to an AI provider where it is not reasonably necessary for the task and will consider the sensitivity and purpose of the information before using AI-assisted services.

24.3 Where a Client application sends personal information to an AI provider as part of an agreed feature, that use may also be subject to the provider's privacy terms, security practices and technical limitations, and an app-specific notice may be required.

25. Data Breaches and Security Incidents

25.1 Where EASYWORKS becomes aware of a suspected data breach or security incident, it will assess and respond having regard to the information involved, potential risk to individuals, affected systems, contractual obligations and applicable legal notification requirements.

25.2 Where notification is required by law, EASYWORKS will take reasonable steps to comply with those requirements.

26. Privacy Questions and Complaints

26.1 Privacy questions, access or correction requests, and privacy complaints may be sent to easyworksscheduler@gmail.com.

26.2 EASYWORKS will aim to investigate and respond within a reasonable period.

26.3 If you are not satisfied with the response and applicable law provides further rights, you may be entitled to contact the Office of the Australian Information Commissioner or another relevant regulator.

27. Changes to This Privacy Policy

27.1 EASYWORKS may update this Privacy Policy to reflect changes to its business, services, technology, third-party providers, legal requirements or platform requirements.

27.2 The updated Policy will display a revised effective date or version number.

27.3 Where a material change significantly affects how personal information is handled, additional notice may be provided where appropriate or required.

28. Contact Details

28.1 Business: EASYWORKS.

28.2 Legal entity: Michael Peachey as trustee for the Peachey Family Trust, trading as EASYWORKS.

28.3 ABN: 19 483 062 046.

28.4 Privacy and general contact email: easyworksscheduler@gmail.com.

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