

SquadGoo Privacy Policy

Effective: 2026

This document explains how SquadGoo handles information and platform use for Customers, Businesses, and Jobseekers in Australia. Contact support@squadgoo.com.au with questions. SquadGoo operates a digital platform connecting Customers, Sole Trader Businesses, Company Businesses, and Jobseekers in Australia.

1. Who we are

SquadGoo ("we", "us", "our") provides a matching and shift-coordination platform. This Privacy Policy explains how we collect, use, disclose, and protect personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). For privacy questions, contact support@squadgoo.com.au.

2. Scope — account types covered

This Policy applies to personal information about users of all SquadGoo account types:

- Customers — individuals seeking task / help-style services via Match Maker (Manual Fill and Quick Fill style invites).
- Sole Trader / Small Business accounts — business users hiring or engaging workers (personal KYC; ABN may be required for Hiring Active).
- Company / Enterprise Business accounts — company recruiters and representatives (KYC and, where applicable, KYB).
- Jobseekers — individuals seeking work or Match Maker opportunities, including profile, preferences, verification, and shift activity.

Where you switch account type within the same login, we may process information across those modes as needed to provide the service, subject to this Policy and applicable law.

3. Personal information we collect

3.1 Identity, profile, and account data

- Name, email, phone, date of birth (where collected), display identifiers, and account credentials.
- Profile content: bio, skills, education, work experience, references (including consent flags), visa / work-rights declarations and related uploads (where provided).
- Business profile fields: trading/legal name, ABN/ACN, industry, address summaries, representative details, and company social/business links.

3.2 KYC / KYB verification data

To support trust and compliance, we may collect identity verification (KYC) and, for Company Businesses, know-your-business (KYB) information and documents (for example passport, licence, selfie/ID scans, address proof, company extracts). Identity document files are handled for verification and compliance review. As a product rule, KYC/KYB document assets are not shared with other mobile parties as contact unlock; access for verification is limited to authorised staff/admin channels. Verification badges or status may be shown to other users without exposing underlying document files.

3.3 Location and shift operations

With appropriate permissions, we may collect precise or approximate location when you use shift features (for example DEPART, en-route tracking, arrival, and related map/ETA updates). Location is used for operational safety, matching radius preferences, dispute/support context, and platform integrity. You can deny location permission, but some shift features may not work.

3.4 Payments, wallet, and SG Coins

- Wallet balances, holds, escrow, matchmaking fees, payouts, withdrawals, top-ups, and transaction history (SG Coins / AUD equivalent).
- Tax-related profile fields you provide (for example ABN or TFN identifiers as entered for eligibility), invoices/receipts metadata, and money-claim submissions with optional evidence.

- Payment processor and banking details where you choose to withdraw or top up (processed via providers as applicable).

3.5 Communications and chat

- In-app chat messages, system messages, offer/dispute threads, attachments you upload (for example photos or PDFs for notes or disputes).
- Support tickets, emails, and call-related metadata if voice features are enabled.
- Notifications preferences and delivery logs (push, email, SMS where used).

3.6 Device, technical, and usage data

- Device identifiers, OS/app version, IP address, crash/diagnostic logs, and approximate network location.
- Usage analytics for product improvement (screens, feature events) — configured to avoid unnecessary collection.
- Security signals (login attempts, session tokens, fraud/abuse indicators).

4. How we collect information

- Directly from you when you register, verify, post or accept offers, chat, pay, or contact support.
- Automatically from your device and our systems when you use the apps or websites.
- From counterparties on the platform (for example offer content, ratings/reviews, dispute statements).
- From service providers (identity/KYB checks, maps, payments, messaging, cloud hosting) acting on our instructions.
- From publicly available sources where reasonably necessary for business verification (Company KYB).

5. Purposes of collection and use

We collect and use personal information for purposes including:

- Providing and operating the platform: accounts, matching (Manual Fill / Quick Fill / Match Maker), offers, shift lifecycle, chat, and Public Forum features you use.
- Verification, trust & safety, fraud prevention, and enforcing acceptable use.
- Calculating fees, holding escrow for Guaranteed (Pay via SquadGoo) paths, releasing payouts, and generating invoices/records.
- Location-enabled shift coordination and administrative visibility where Guaranteed tracking continues for compliance.
- Customer support, dispute mediation workflows, and responding to complaints.
- Legal compliance (Privacy Act, consumer, tax, and other applicable Australian laws) and responding to lawful requests.
- Product analytics, service improvement, and (with consent or where permitted) marketing communications — you may opt out of marketing.

6. Disclosure of personal information

We may disclose personal information to:

- Other users as needed for the feature (for example masked profiles pre-accept; contact details only within contact windows after accept; Public Forum content you publish).
- Service providers (hosting, identity, payments, SMS/email, maps, analytics) under contractual confidentiality and APP-consistent terms.
- Our staff, contractors, and professional advisers who need access to perform their roles.
- Regulators, courts, or law enforcement where required or authorised by law.
- A purchaser or successor in a corporate transaction, subject to confidentiality and this Policy where practicable.

We do not sell personal information. We do not treat KYC/KYB document files as shareable marketplace assets between jobseekers and businesses.

7. Overseas disclosure

Some service providers may store or process data in locations outside Australia (for example cloud infrastructure regions). Where we disclose personal information overseas, we take reasonable steps consistent with APP 8, including contractual protections requiring the recipient to handle information in a way that is substantially similar to the APPs, or we otherwise ensure an exception under the Privacy Act applies. If you require details of current hosting regions, contact us at the address below.

8. Security

We implement reasonable technical and organisational measures to protect personal information against misuse, interference, loss, and unauthorised access, modification, or disclosure. Measures may include encryption in transit, access controls, logging, staff training, and secure document handling for KYC/KYB. No method of transmission or storage is completely secure; please use strong credentials and report suspected incidents promptly to support@squadgoo.com.au.

9. Access and correction (APPs 12–13)

You may request access to the personal information we hold about you, and request correction of inaccurate, out-of-date, incomplete, irrelevant, or misleading information. Many profile fields can be updated in-app. For other requests, email support@squadgoo.com.au. We will respond within a reasonable period. We may refuse access in limited circumstances permitted by the Privacy Act and will tell you why (unless it would be unreasonable to do so) and how to complain.

10. Retention

We retain personal information for as long as needed to provide the service, meet legal, tax, accounting, and dispute-resolution obligations, and for legitimate business records (for example completed shift invoices, escrow and complaint histories). When information is no longer required, we take reasonable steps to destroy or de-identify it, subject to backups and legal holds.

11. Children

SquadGoo is directed to adults with legal capacity to work or engage services in Australia. We do not knowingly collect personal information from children under 18 for platform accounts. If you believe we have collected such information, contact support@squadgoo.com.au and we will take appropriate steps to delete it where required.

12. Direct marketing

Where we use personal information for direct marketing, we will provide a simple means to opt out. Transactional and service messages (for example offer, shift, or security notices) may still be sent as needed to operate your account.

13. Complaints

If you have a privacy complaint, please contact us first at support@squadgoo.com.au so we can investigate. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au.

14. Changes to this Policy

We may update this Policy from time to time. Material changes will be notified via the app, website, or email where appropriate. Continued use after notice constitutes acceptance of the updated Policy to the extent permitted by law.

15. Contact

Privacy Officer / Support
Email: support@squadgoo.com.au
Jurisdiction focus: Australia

approved.

