SiteYarn Privacy Policy

Version: 2.0 · **Effective date:** 07/12/2026· **Web address:** siteyarn.com.au/privacy

1. Who we are and what this policy covers

SiteYarn is a job-site-management app for trade businesses.
It is run by Ethan Aldridge, **ABN 83 544 030 240,** based in Queensland ("**SiteYarn**", "**we**", "**us**").

We handle personal information in two ways:

- **On behalf of our clients.** Each business that subscribes to SiteYarn (a "**Business**") uses it to record information about its staff, sites and customers. We store and process that information only to run SiteYarn for that Business. The Business decides what is recorded and why.
- **For ourselves.** We also handle a small amount of information to run our own business, such as contact details of client staff we directly deal with and messages sent to our support address.

This policy explains both. We follow the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) in how we handle personal information, whether or not the Act applies to us or to a particular Business.

Each Business is responsible for its own privacy obligations to its staff and customers. If you have a question about why a Business records something about you, you can ask the Business directly or contact us.

2. Information we hold

Information about a Business's staff (app users)

SiteYarn's administrator can technically access all the Business's information, but only looks at specific data when needed. This is explained in "When we access a Business's data" (section 4).
Passwords and PINs are the exception: no one can read them, including the administrator.

Information	Why	Who can see it
Name, role, trade, profile photo	To identify people on site	All active staff of that Business
Login email, personal phone number	To sign in, contact you and send invites and resets	You and the Owner
Emergency contact (name, relationship, phone)	For safety on site	You and the Owner
Password and 6-digit PIN	To sign in and unlock the app	No one. Stored as a one-way hash that can’t be read or recovered.
Hours worked: start, finish, breaks, notes	To track hours for pay and job records	You, the Owner, the Supervisor who ran that Toolbox Talk, and colleagues on the same Toolbox Talk
Disputed hours and hour approvals	To dispute and approve recorded hours	You, the Owner, and the Supervisor who ran that Toolbox Talk
Expenses you paid, receipt photos	To track the cost of a job	You, the Owner, Supervisors, and colleagues on that day's Toolbox Talk at that site
Expense reimbursement status	To track reimbursements of expenses to the correct person/party	You and the Owner
Notice Board posts, comments and photos	Site communication	Staff with access to that site
Audit trail of changes you make	Accountability and fixing errors	The Owner only

Information	Why	Who can see it
Notification settings and push device address	To send you alerts	You and the system

Users under 18. Some users may be under 18. We handle their information in exactly the same way as everyone else's, and we don't ask for anyone's age.

Information about a Business's customers

A Business may record its customers' **name, phone number, site address, job notes, photos of their property and job specific documentation**, to conduct and cost the job. The Owner and Supervisors can see this. Workers can currently see customer name, phone and address. Customers do not use SiteYarn. The Business is responsible for telling its customers that it holds their information.

Other people

- **Emergency contacts.** If you give us someone's details as your emergency contact, please tell them, and point them to this policy.
- **Incidental information.** Site photos may show people, vehicles or property. Receipts may show supplier names, addresses or the last digits of a card. In the End User Terms, staff are told to avoid photographing people and private documents unless the job needs it.

Information we hold for ourselves

- **Business contacts:** names, emails and phone numbers of client staff we deal with, to provide and bill the service.
- **Support messages:** anything you send to support@siteyarn.com.au or privacy@siteyarn.com.au.
- **Technical logs:** IP addresses, device and browser type, sign-in times and request logs, kept by our hosting providers to run and secure the service.
- **Our website:** If you contact us through siteyarn.com.au or by email, we collect the details you give us, such as your name, business name, email, phone number and message. We use them only to reply to you and discuss SiteYarn. We do not add you to a mailing list or share your details with anyone else. Our website does not use analytics, advertising or tracking cookies.

What we do not collect

SiteYarn does not collect health or medical information, dates of birth, tax file numbers, driver licence or other ID numbers, bank details, biometric data or your location. It does not track your location, record audio or video, or monitor your keystrokes, screen or messages

3. How we collect it

- **From you,** when you set up your account and use the app.
- **From the Business and your colleagues,** for example when the Owner invites you or a colleague adds you to a Toolbox Talk roster.
- **Automatically,** through sign-in and technical logs.

When you first sign in, the app shows you a short collection notice. We record that you've read it, along with the date and the version you saw.

4. How we use it

We use personal information only to:

- **Run SiteYarn for the Business,** including sending invites, password resets, alerts and weekly summary emails;
- **Provide support** when the Business or you ask for help;
- **Keep SiteYarn secure,** investigate problems and prevent misuse; and
- **Meet our legal obligations.**

What we do not do

- **We do not sell or rent personal information.**

- **We do not use it for advertising or marketing,** and we do not send marketing emails to app users.
- **We do not use one Business's data for another Business.** Each Business has its own separate database.
- **We do not use a Business's data to train AI models.**
- **Our own statistics and marketing.** We may count the total number of businesses, users and sites using SiteYarn and publish those totals, for example on our website. These totals never identify a Business or a person, and we only publish them once there are enough Businesses that no single one can be picked out. We will only use a Business's name or logo, or describe its use of SiteYarn, if that Business has agreed in writing. It can withdraw that agreement at any time.

When we access a Business's data

We only look at a Business's data when we need to: to provide support it has asked for, to fix a fault or security problem, to carry out maintenance, or where the law requires it. Only one person, the operator of SiteYarn, has administrator access. That access is protected by multi-factor authentication. Each time we access a Business's data, we record the date, and what we accessed. The Business owner can assess that record via the audit log. If we add staff or contractors who need access, we will update this policy and tell each Business first.

5. Automated decisions

SiteYarn does not make decisions about you on its own. Two features help people make decisions:

- **Overtime flag.** If someone works more than 40 hours in a week (breaks excluded), the Owner sees a prompt. It uses your recorded hours. It does not block anything, change your pay or appear to you. The Owner decides what, if anything, to do.
- **AI receipt reader.** If you choose to scan a receipt, the photo is read and the form is pre-filled with the supplier, total, date, category and item. Nothing is saved until you check it and press Save.
- **People make the decisions, not the software.** SiteYarn never approves your hours, pays or rejects an expense claim, or triggers any disciplinary step by itself. The app does check that entries are complete and sensible, but those checks only stop incomplete entries.

6. Who we share it with

We use the service providers below to run SiteYarn. They receive only what they need to provide their service to us.

Provider	What they receive	Where	Purpose
Supabase	All app data, files and sign-in details	Sydney, Australia	Database, login and file storage
Vercel	IP addresses and request logs	United States based, served from Sydney, Australia	Hosting the app
Resend	Your name, email and the content of app emails (which can include your hours and site spend)	United States (sent via Tokyo, Japan)	Sending invites, resets and weekly emails
Anthropic	Receipt photos you choose to scan (these may show names, addresses or card digits)	United States	Optional AI receipt reading
Google, Apple, Mozilla push services	The text of push alerts	Overseas	Phone and browser alerts, if you switch them on
Cloudflare	Domain records and support email routing	Global network	Web address and support email
Google (Gmail)	Messages sent to our support and privacy addresses	Global network (Inc United States)	Our email

We may also disclose information if the law requires it, for example under a court order.

Information sent overseas

Most SiteYarn data is stored in Sydney. Some information goes overseas, as the table above shows:

- **Receipt scans (Anthropic, United States).** Only receipt photos you choose to scan with AI. Anthropic does not use them to train its models and does not keep them after processing, except where its safety systems flag a request (kept for up to 2 years) or the law requires it.
- **App emails (Resend, United States).** Invites, password resets and weekly summaries. Resend keeps copies of sent emails and delivery logs for 30 days.
- **App request logs (Vercel, United States).** Technical records such as IP addresses, kept to run and secure the app.
- **Domain and support email (Cloudflare, global network).** Our web address and the routing of support emails.
- **Our email (Google, worldwide, including the United States).** Messages sent to our support and privacy addresses.
- **Push alerts (phone and browser providers, overseas).** The text of alerts, if you switch them on.

We choose established providers and use them under their written data-processing terms.

Your choices: you can keep receipt photos in Australia by entering receipts manually instead of scanning them. You can switch off push alerts in the app or on your phone.

We will tell each Business before we add or change a provider that receives its data, and we will update this policy.

7. Cookies and browser storage

The app does not use analytics, advertising or tracking cookies. Your browser stores only:

- your **sign-in session**;
- whether you have dismissed the **install prompt**;
- a copy of the Business's **name and logo** for the sign-in page; and
- a **half-entered expense** if your phone reloads mid-entry, for up to 2 hours.

8. How we protect it

- **Encryption:** data is encrypted in transit (HTTPS) and at rest by our hosting provider.
- **Access rules in the database:** each person can reach only what their role and involvement allow, even if someone bypasses the screen. Deactivated accounts see nothing.
- **Photos and files:** only people signed in to the Business’s SiteYarn can see its photos and files. They aren’t publicly available on the internet. The only exception is the Business’s logo, shown on the sign-in page.
- **Sign-in protection:** strong passwords, multi-factor authentication for administrator access, and PIN lockout after 5 wrong attempts.
- **Backups and testing:** daily backups, and security checks before each release.

No system is completely secure. The PIN is a convenience lock, not full security, and we cannot control the security of your phone. Keep your phone locked and report a lost phone to the Owner straight away.

9. How long we keep it

We keep information for at least the periods below, unless the Business asks us to keep it for a different period that the law allows.

Record	How long
Hours, approvals and related records	7 years after the last entry (Fair Work record-keeping)
Expenses, receipts and reimbursement records	5 years after the end of the financial year
Audit trail	7 years
Site and job records, customer details	7 years after the job closes, or as the Business decides
Notice Board posts and photos	2 years after the site closes
Staff phone number, photo and emergency contact	Until the person leaves, then removed or anonymised once their hours and expense records no longer need to be kept
Receipt-scan log and notifications	Up to 12 months
Backups	Up to 7 days (rolling)

When a Business stops using SiteYarn, we give it an export of its data on request and then delete its data within 30 days, with backup copies expiring within a further 30 days. We confirm deletion to the Business in writing.

10. Accessing and correcting your information

- **In the app:** you can update your name, photo, phone number and emergency contact yourself, and dispute your hours.
- **Other requests:** email **privacy@siteyarn.com.au**. Because we hold app data for the Business, we may work with the Business to answer your request.
- **Timing:** we will acknowledge your request within 5 business days and respond within 30 days. There is no charge.
- **If we refuse** a request, we will tell you why in writing and how to complain.

11. Data breaches

If we become aware of a data breach affecting a Business's data, we will tell the Business without undue delay and within 72 hours, and help it respond. Where a breach is likely to cause serious harm, the affected people and the Office of the Australian Information Commissioner (OAIC) will be notified as the Notifiable Data Breaches scheme requires.

12. Questions and complaints

- **Contact:** Ethan Aldridge, SiteYarn privacy contact, **privacy@siteyarn.com.au**.
- **Our response:** we will acknowledge a complaint within 5 business days and aim to resolve it within 30 days.
- **If you are not satisfied:** you can complain to the OAIC at www.oaic.gov.au or on 1300 363 992.

13. Changes to this policy

We will update this policy when how we handle information changes, for example if we change a provider. The current version and its effective date are always at siteyarn.com.au/privacy. If a change is significant, we will tell users in the app and ask them to acknowledge it.