

Privacy Policy for TradeMate

Last Updated: 10 November 2024

At **TradeMate**, owned and operated by **GC Technologies LLC** ("We," "Us," or "Our"), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our mobile application ("App") to connect clients with trade service providers ("Tradies").

By using the App, you consent to the practices described in this Privacy Policy. If you do not agree with this policy, please do not use the App.

1. **Information We Collect**

We may collect the following types of information:

a. **Personal Information**

- **Clients:** Name, contact details (email address and phone number), service requests, and location details.
- **Tradies:** Name, business details, contact information, payment details, certifications, and licensing information.

b. **Non-Personal Information**

- Device information, including IP address, browser type, operating system, and app usage data.
- Log data, such as timestamps, access times, and referring URLs.

c. **Location Data**

To match clients with nearby Tradies, we may collect and use location data from your device. You can manage location-sharing preferences in your device settings.

d. **Payment Information**

For Tradies, we collect payment details to process subscription fees. Payment data is securely handled by third-party payment processors compliant with applicable standards (e.g., PCI DSS).

2. **How We Use Your Information**

We use your information for the following purposes:

- To provide and improve the App's services.
- To connect Clients with Tradies.
- To verify the identity and qualifications of Tradies.
- To communicate with Users regarding account activity, updates, and service-related information.
- To process subscription fees and manage billing for Tradies.
- To analyze trends, usage, and app performance for improvement and development.

3. **Sharing Your Information**

We may share your information with:

a. **Clients and Tradies**

- **Clients:** Information about Tradies (e.g., name, contact details, and service details) will be shared to facilitate service requests.
- **Tradies:** Information about Clients (e.g., name, service request details, and location) will be shared to enable service fulfillment.

b. **Service Providers**

Third-party service providers who assist us in operating the App, such as payment processors, cloud storage providers, and analytics services.

c. **Legal Compliance**

We may disclose information if required by law or to protect our legal rights, enforce our Terms and Conditions, or prevent fraud or other illegal activities.

4. **Data Security**

We implement reasonable security measures to protect your personal information from unauthorized access, use, or disclosure. However, no system is completely secure, and we cannot guarantee absolute security.

5. **Data Retention**

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy or comply with legal obligations.

6. **Your Rights**

You have the following rights regarding your personal information:

- **Access and Correction:** You can access and update your personal information through your account settings.
- **Deletion:** You may request the deletion of your personal data by contacting us at the details below.
- **Opt-Out:** You can opt out of marketing communications by following the unsubscribe instructions in the messages or adjusting your notification preferences in the App.
- **Location Data:** You may disable location services in your device settings.

7. **Third-Party Links**

The App may contain links to third-party websites or services. We are not responsible for the privacy practices of these external entities, and we encourage you to review their privacy policies.

8. **Children's Privacy**

TradeMate is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have collected data from a minor, we will take steps to delete it promptly.

9. **International Users**

If you are accessing the App from outside Australia , please note that your data may be transferred, stored, and processed in or other countries than UAE and Australia. By using the App, you consent to such transfers.

10. **Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We encourage you to review this policy periodically. The updated version will be effective as of the date indicated at the top of this document.

11. **Contact Us**

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact us:

GC Technologies LLC
Email: support@yourtrademate.com

By using TradeMate, you acknowledge that you have read, understood, and agree to this Privacy Policy.