

Privacy Policy

How SafetyAU handles personal information

Rev 1.6 · Issued 16 September 2026

1. Document control

Field	Value
Document	SafetyAU Privacy Policy
Document ID	SAFETYAU-PP
Version	1.6
Status	Issued
Issued	16 September 2026
Related	Customer Subscription Terms Rev 1.6

SafetyAU

Jonathan Andre Soepnel trading as SAFETYAU SYSTEMS

ABN 77 169 571 748

15 Grenfell Avenue, Duncraig WA, Australia

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2. Revision history

Rev	Date	Description of change	Prepared by	Approved by
1.5	15 September 2026	Issued Privacy Policy	Jonathan Andre Soepnel	Jonathan Andre Soepnel
1.6	16 September 2026	Added Document control table and revision register	Jonathan Andre Soepnel	Jonathan Andre Soepnel

3. Who we are

This policy is issued by Jonathan Andre Soepnel trading as SAFETYAU SYSTEMS (ABN 77 169 571 748) (SafetyAU, we, us, our). SafetyAU is a sole trader business. It is not a company and there is no ACN.

Notice address: 15 Grenfell Avenue, Duncraig WA, Australia.

4. Scope

This policy describes how we handle personal information via <https://safetyau.com>, <https://www.safetyau.com>, <https://app.safetyau.com>, and any SafetyAU Mobile Apps. It sits with the Customer Subscription Terms (Rev 1.6).

5. Australian Privacy Principles

SafetyAU is a small sole-trader business. We handle personal information in line with this policy and with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) as a matter of practice. Whether we are an APP entity under the Act depends on the Act's tests, including turnover and exceptions. This policy describes our actual handling. It is not a determination of APP-entity status.

New Zealand's Privacy Act 2020 may also apply where we handle personal information about New Zealand individuals.

6. What personal information we collect

Depending on how SafetyAU is used, we may collect:

- identity and contact details (name, email, role, company, trade or job title);
- account and login details;
- company, site, and Authorised User configuration;
- site attendance, QR sign-on and sign-off records;
- GPS or location-based check-in data if the Customer enables those features;
- signatures, photos, uploads, and workplace documents;
- safety workflow content (including JHA, Take 5, SWMS, pre-start, induction, notices, and acknowledgements);
- incident, hazard, corrective-action, and similar reports the Customer chooses to record;
- licence, training, and competency metadata entered by the Customer;
- billing and payment-related contacts when paid Plans are used;
- device, browser, IP, and diagnostics data used to operate and secure the Service;
- support messages; and
- AI prompts and outputs if AI-assisted features are used.

Health information or other sensitive information may appear if a Customer enters injury, fitness, incident, or psychosocial detail. SafetyAU is not a health service. The Customer decides whether those details are recorded and who can see them.

7. How we collect it

We collect personal information that you or the Customer provide (forms, signup, workflows, uploads, support). We also collect some information automatically when the Marketing Website or Web App is used (for example device and log data). We may receive information from the Customer's Authorised Users, from payment or hosting providers, and from the person themselves.

8. Why we collect and use personal information

We collect and use personal information to:

- provide, operate, and secure SafetyAU;
- create and administer accounts, companies, sites, and Authorised User access;
- enable the Customer's safety workflows and records;
- provide support;
- bill paid Plans and prevent fraud or abuse;
- improve the Service, including with anonymised or aggregated analytics where that does not identify a person; and
- comply with law.

We do not sell personal information. We do not use personal information for unrelated direct marketing without a lawful basis and, where required, a simple opt-out.

9. Who can see information

The Customer controls many in-product access decisions. Owners, admins, supervisors, and other Authorised Users may see records according to the roles the Customer assigns. The Customer is responsible for those permissions, including access to sensitive workplace reports.

SafetyAU support staff may access information on a need-to-know basis to provide support, fix faults, or meet legal duties. We use service providers as described below.

Workers, contractors, and visitors using field features do so under the Customer's account. Their use is not a separate consumer contract with SafetyAU.

10. Disclosure and overseas disclosure

We disclose personal information to the Customer's Authorised Users as configured by the Customer; to our service providers who help us run SafetyAU; to professional advisers; and if required by law, a regulator, or a court.

Service-provider categories include: website and application hosting; database hosting; email delivery; error monitoring; payment processing when paid Plans are live; and AI providers when AI-assisted features are enabled.

Some providers may store or access information outside Australia. We do not promise that all information stays in Australia. Where overseas disclosure occurs, we take reasonable steps appropriate to the provider and the nature of the information.

11. Storage and security

We use commercially reasonable administrative, technical, and organisational measures designed to protect personal information. No method of transmission or storage is completely secure. The Customer remains responsible for account credentials, device security, and in-app permissions.

Error-monitoring tools may capture device or screen context that could include personal information. We configure those tools to reduce unnecessary capture where practicable.

12. Retention and deletion

Retention follows the Customer's Plan and operational needs, and any legal hold. Live and archive periods are commercial Plan details, not fixed day counts in this policy. After trial expiry, cancellation, or account closure we may delete or archive information after any notice we reasonably give. The Customer should export records it must keep if its Plan allows export.

13. Access and correction

You may ask for access to, or correction of, personal information we hold about you by emailing info@safetyau.com. Customers can also correct much account and workflow data inside the product. We may need to verify identity. We may refuse a request where the Privacy Act or other law allows, and we will say why if we do.

14. Cookies and similar technologies

The Marketing Website and Web App may use essential cookies and similar technologies to operate (for example to keep a session signed in or remember a security setting). If we use optional analytics or marketing cookies, we will ask for consent first. Cookie consent is not acceptance of the Customer Subscription Terms or this Privacy Policy.

15. AI-assisted features

If AI-assisted features are enabled on a Plan, prompts and related outputs may be processed by a third-party AI provider so the feature can run. We do not use those prompts to train a SafetyAU model. This policy does not name a vendor and does not warrant a provider's own training practices. Do not include personal information in AI prompts unless you are entitled to.

16. Children

SafetyAU is offered for business and organisational use. Account owners who accept the Customer Subscription Terms confirm they are at least 18. We do not knowingly offer the Service for children to use as customers.

17. Complaints

If you have a privacy complaint, contact us first at info@safetyau.com. We will consider the complaint and respond. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au>. New Zealand individuals may also contact the Office of the Privacy Commissioner at <https://www.privacy.org.nz>.

18. Changes

We may update this Privacy Policy. We will issue a new version and date. Material changes will be notified to account owners by reasonable means.

19. Contact

SafetyAU

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ABN 77 169 571 748

15 Grenfell Avenue, Duncraig WA, Australia

Email: info@safetyau.com

Web: <https://safetyau.com>

20. Collection notice — marketing enquiry

If you submit an enquiry on safetyau.com, we collect your name, email, and any company details you provide so we can respond. See this Privacy Policy. Contact: info@safetyau.com.

21. Collection notice — account signup / Web App

If you create a SafetyAU account or use the Web App, we collect account, company, site, worker, and workflow information to provide the Service. Administrators and supervisors the Customer authorises may see relevant records. See this Privacy Policy. Contact: info@safetyau.com.

End of Privacy Policy — Rev 1.6