

LEGAL DOCUMENT

# Privacy Policy

How Wenest collects, uses, and protects your personal information.

Effective date	<b>1 May 2026</b>
Jurisdiction	<b>Australia</b>
Operator	<b>Wenest [Company Name Pty Ltd] (ABN [XX XXX XXX XXX])</b>
Contact	<b>hello@wenest.com.au</b>

This document forms part of the agreement between you and Wenest. Please read it carefully and keep a copy for your records.

## 1. About this Policy

Wenest ("Wenest", "we", "us", "our") is a home maintenance concierge service operating in Australia. We coordinate trusted service providers (such as plumbers, electricians, gardeners, and pool technicians) on behalf of homeowners. This Privacy Policy explains how we handle your personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

By using our website, becoming a member, requesting a quote, or engaging with our service, you agree to the collection and use of your information as described in this Policy.

## 2. What we collect

We only collect information that we reasonably need to deliver the concierge service. Typically this includes:

- **Identity and contact details** — name, email, mobile number, residential or service address.
- **Property information** — type of dwelling, number of rooms, access notes, photos of issues you choose to send us.
- **Service requests** — descriptions of the maintenance issue, preferred times, scheduling preferences.
- **Membership and billing** — chosen tier, subscription status. Payment card data is processed by Stripe and is **not stored by Wenest**.
- **Communications** — emails, WhatsApp messages, and call notes exchanged with our team or providers via our channels.
- **Technical data** — IP address, device type, browser, and basic analytics from our website (cookies and similar tools).

**What we do not collect.** Wenest does not knowingly collect information from minors, sensitive information (such as health, racial, or political data), or government identifiers (e.g. TFN, Medicare numbers). Please do not send us this kind of information.

## 3. How we use your information

We use your personal information to:

- Match your request to a vetted service provider in our network.
- Coordinate quoting, scheduling, and on-site visits between you and the provider.
- Process membership payments and the 50% retainer / 50% completion payments described in our Terms.
- Send you transactional messages (booking confirmations, reminders, invoices, receipts).
- Manage our internal provider quality scoring and continually improve service quality.
- Comply with legal, tax, and accounting obligations in Australia.

We will only send marketing communications (such as newsletters or promotions) where we have your consent or another lawful basis. You can unsubscribe at any time using the link in any marketing email.

## 4. Who we share information with

Wenest is a coordination service. To deliver the service we share the minimum information needed with carefully selected third parties:

- **Service providers** in our network — to scope, quote, and complete your job. We share your name, address, contact number, and the issue description, but never your payment card details.
- **Payment processors** (Stripe and similar) — to process subscriptions, retainers, and final invoices.
- **Communication tools** (e.g. Twilio/WhatsApp Business, email providers, Airtable, N8N) — used to operate our coordination workflow.
- **Professional advisors** — accountants, auditors, and legal advisors, where reasonably required.
- **Authorities** — where required by Australian law, court order, or to protect health, safety, or property.

We do not sell your personal information. We do not allow our providers to use your details for their own marketing.

## 5. International data transfers

Some of our infrastructure providers (e.g. Stripe, Vercel, email and messaging providers) store data outside Australia, including in the United States and the European Union. Where we transfer personal information overseas, we take reasonable steps to ensure that the recipient handles your data consistently with the APPs.

## 6. How we protect your information

We use industry-standard safeguards including encryption in transit (HTTPS), access controls, password protection, and limiting access to staff and providers who need it to perform their role. While we take security seriously, no online service can guarantee absolute security; you also play a role by keeping your account credentials and devices secure.

We retain personal information only for as long as needed to provide the service, comply with legal obligations (typically 7 years for financial records under Australian tax law), and resolve disputes.

## 7. Cookies and analytics

Our website uses cookies and similar technologies to remember preferences and measure how the site is used. You can disable cookies in your browser, but some features of the site may not work as intended. We may use privacy-respecting analytics tools to understand traffic in aggregate; we do not build advertising profiles of you.

## 8. Your rights

Under the Privacy Act, you have the right to:

- Request access to the personal information we hold about you.
- Request that we correct information that is inaccurate, out of date, or incomplete.
- Withdraw consent for marketing communications at any time.
- Request deletion of your information, subject to our legal retention obligations.
- Make a complaint about how we have handled your personal information.

To exercise any of these rights, contact us at [hello@wenest.com.au](mailto:hello@wenest.com.au). We will respond within a reasonable period (usually within 30 days).

## 9. Complaints

If you believe we have breached the APPs, please contact us first at [hello@wenest.com.au](mailto:hello@wenest.com.au) with the details of your concern. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at [oaic.gov.au](http://oaic.gov.au) or 1300 363 992.

## 10. Changes to this Policy

We may update this Privacy Policy from time to time. The most current version will always be available at [wenest.com.au/privacy-policy](http://wenest.com.au/privacy-policy), with the effective date shown on the cover. Material changes will be notified to active members by email.

## 11. Contact us

Wenest [Company Name Pty Ltd]  
ABN [XX XXX XXX XXX]  
[Registered Address, Sydney NSW]  
Email: [hello@wenest.com.au](mailto:hello@wenest.com.au)  
Web: [wenest.com.au](http://wenest.com.au)

This document is provided for informational purposes only and does not constitute legal advice. Wenest recommends reviewing this Policy with an Australian-qualified legal adviser before relying on it in commercial dealings.