

TRADE CONNECTOR

PRIVACY POLICY

Effective Date: 09/06/2026

This Privacy Policy is issued by Solar Cutter Solutions (ABN 62 673 082 963) trading as Trade Connector ("Trade Connector", "we", "us", or "our").

This Privacy Policy explains how we collect, hold, use, and disclose personal information in connection with the Trade Connector Platform and related services.

This Privacy Policy operates separately from, but in conjunction with, the Trade Connector Master Agreement and Schedules.

1. Application

1.1 This Privacy Policy applies to all Users of the Trade Connector Platform, including Clients, Trade Professionals, End Customers, website visitors, and individuals who contact us.

1.2 Trade Connector handles personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1.3 Where lawful and practicable, individuals may choose not to identify themselves or to use a pseudonym when interacting with Trade Connector. However, certain Platform functions require identity verification and cannot be accessed anonymously.

2. Personal Information We Collect

2.1 We may collect personal information including, but not limited to:

- (a) identity and contact details such as name, business name, ABN, email address, phone number, and service addresses;
- (b) licensing, accreditation, regulatory, and insurance information;
- (c) job-related information including site details, photos, videos, communications, attendance confirmations, certificates, and variation records;



(d) payment and financial information including payout bank details, transaction records, billing data, Tap to Pay transactions, NFC payment records, digital wallet transaction information, payment authorisations, refunds, chargebacks, and payment-related metadata; and

(e) technical and usage information including IP address, device type, device identifiers, operating system information, login records, Platform activity logs, Tap to Pay compatibility information, and location information (where available) associated with payment processing, fraud prevention, compliance, transaction verification, or operation of Platform services.

2.2 Trade Connector does not store full credit card numbers. Payment processing is conducted by third-party payment processors.

3. How We Collect Information

3.1 We collect personal information when Users:

- (a) register for an account;
- (b) upload documents or content;
- (c) post, accept, or manage jobs;
- (d) communicate through the Platform;
- (e) make or receive payments; or
- (f) contact Trade Connector support.

3.2 We may also collect information from verification providers, payment processors, regulators, and publicly available sources where permitted by law.

We may collect sensitive information (such as licensing or regulatory information) where reasonably necessary to verify compliance and only with consent or where authorised by law.

4. Purpose of Collection

4.1 Personal information is collected and used for purposes reasonably necessary to operate and administer the Platform, including to:

- (a) verify identity, licensing, insurance, and compliance;



- (b) facilitate job dispatch, communications, and service delivery;
- (c) process, hold, release, and reconcile payments;
- (d) manage disputes, compliance reviews, and risk;
- (e) comply with legal and regulatory obligations; and
- (f) improve Platform functionality and performance.

4.2 We may send service updates and marketing communications where permitted by law. Trade Connector complies with the Spam Act 2003 (Cth) and includes unsubscribe functionality in electronic marketing communications. Users may opt out at any time.

4.3 In addition to consent where required, Trade Connector may collect, use, or disclose personal information where reasonably necessary to comply with legal obligations, enforce contractual rights, or protect legitimate business interests.

4.4 Certain Platform functions may involve automated processes, including job allocation, compliance verification, risk assessment, or performance analytics. These processes are used to support operational efficiency, integrity of the Platform, and risk management.

4.5 Certain Platform features may utilise artificial intelligence technologies, chatbot functionality, automated document search systems, recommendation systems, and machine learning tools to assist with Platform services, support functions, workflow management, and user assistance.

4.6 Information submitted through the Platform, including messages, prompts, uploaded documents, communications, and user interactions, may be processed by such systems for the purpose of operating, maintaining, and supporting Platform functionality and services.

5. Disclosure of Personal Information

5.1 We may disclose personal information:

- (a) between Clients, Trade Professionals, and End Customers where reasonably necessary to arrange and complete services;
- (b) to third-party service providers including payment processors, cloud hosting providers, verification providers, analytics providers, and professional advisers;
- (c) to regulators or government authorities where required or permitted by law; and
- (d) in connection with corporate restructures, mergers, or acquisitions.



5.2 Trade Connector does not sell personal information.

5.3 Trade Connector acts as a technology platform and payment facilitator. Trade Connector does not employ Trade Professionals and does not control, supervise, or direct how services are performed. Trade Connector does not control how Clients or Trade Professionals independently store or process personal information outside the Platform.

6. Overseas Disclosure

6.1 Some third-party service providers may store or process personal information outside Australia.

6.2 Where overseas disclosure occurs, Trade Connector takes reasonable steps to ensure that recipients handle personal information in a manner consistent with the Australian Privacy Principles.

7. Payment Processing

7.1 Trade Connector facilitates payments through third-party payment processors. Our current payment processor includes Stripe Payments Australia Pty Ltd (or its related entities).

7.2 Trade Connector does not operate as a bank and does not hold funds on trust.

7.3 Payment processors may collect and process financial information directly in accordance with their own privacy policies.

7.4 Tap to Pay & NFC Payments

Where available, Trade Connector may provide Tap to Pay, NFC, card-present payment, digital wallet, or similar payment functionality through compatible mobile devices.

In connection with these services, Trade Connector and its payment processing providers may collect, use, store, and process transaction information, payment metadata, device information, payment verification data, fraud prevention information, transaction timestamps, and related records for payment processing, compliance, dispute resolution, fraud prevention, auditing, regulatory purposes, and operation of the Platform.

Payment information may be collected, stored, and processed by third-party payment providers in accordance with their own privacy policies and terms.

8. Data Security

8.1 Trade Connector takes reasonable technical and organisational measures to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.



8.2 Security measures may include encrypted data transmission, access controls, audit logs, and secure cloud hosting.

8.2A Device Security

Users who utilise Tap to Pay, NFC, or other mobile payment functionality are responsible for maintaining appropriate security controls on their devices, including passwords, biometric authentication, operating system updates, and reasonable protection against unauthorised access.

Trade Connector is not responsible for losses arising from a User's failure to adequately secure their device.

8.3 No method of electronic storage or transmission is completely secure.

8.4 In the event of an eligible data breach, Trade Connector will comply with its obligations under the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act 1988 (Cth), including notification to affected individuals and the Office of the Australian Information Commissioner where required.

8.5 Personal information is primarily hosted on secure cloud infrastructure located in Australia and/or reputable international data centres operated by established service providers.

9. Data Retention

9.1 Personal information is retained only for as long as reasonably necessary for Platform operation, dispute resolution, regulatory compliance, and legal obligations.

9.2 Certain transaction and compliance records may be retained for statutory retention periods.

10. User Responsibilities

10.1 Users must ensure personal information provided to Trade Connector is accurate, complete, and current.

10.2 Where a User provides personal information of another individual, the User warrants that all necessary consents and authorisations have been obtained.

10.3 Users must comply with applicable privacy laws when collecting, sharing, or handling personal information obtained through the Platform.



11. Access & Correction

11.1 Individuals may request access to personal information held about them or request correction of inaccurate information.

11.2 Trade Connector will respond to access or correction requests within a reasonable timeframe and in accordance with the Privacy Act 1988 (Cth).

11.3 Trade Connector may require verification of identity before responding to such requests.

12. Privacy Complaints

12.1 Privacy complaints may be submitted using the contact details below.

12.2 Trade Connector will investigate and respond within a reasonable timeframe.

12.3 If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner.

13. Cookies & Tracking Technologies

13.1 The Trade Connector website may use cookies and similar technologies to improve functionality and analyse traffic.

13.2 Users may adjust browser settings to manage cookie preferences.

14. Updates to this Privacy Policy

14.1 Trade Connector may amend this Privacy Policy from time to time.

14.2 Updated versions will be published on the Platform.

14.3 Continued use of the Platform constitutes acceptance of the updated Privacy Policy.



15. Contact Details

Trade Connector

Operated by Solar Cutter Solutions Pty Ltd

ABN 62 673 082 963

Email: privacy@tradeconnector.com.au

Website: www.tradeconnector.com.au

