

Privacy Policy

STRUXO Quotes — Version 6.3

Effective date: April 2026

Buildpayz Pty Ltd (trading as Struxo) (ABN 94 672 226 041)

1.1 Overview

Buildpayz Pty Ltd (ABN 94 672 226 041) (trading as Struxo) (we, us, our) operates Struxo Quotes (the Platform). We are committed to protecting the privacy of our users in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy explains how we collect, hold, use, and disclose personal information, and how you can access, correct, or make a complaint about your information.

The Platform is designed exclusively for use by licensed builders and trade contractors operating in the Australian residential construction sector. It is not intended for use by homeowners, owner-builders, end clients, architects, or businesses operating in the commercial construction sector. Personal information collected through the Platform reflects this intended user base.

1.2 What Personal Information We Collect

We may collect the following types of personal information:

- **Identity information:** name, business name, ABN, ACN
- **Contact information:** email address, phone number, postal address
- **Authentication records:** records of authentication events via third-party identity providers (such as Google OAuth). We do not collect or store your passwords.
- **Professional information:** state-based builder's licence number or trade licence number, licence class, licence jurisdiction, insurance details including public liability and professional indemnity policy numbers, trade or builder classification
- **Project and business data:** residential plans, drawings, quotes, estimates, scope documents, and client details
- **Financial information:** billing details, payment records (note: full card details and bank account numbers are not collected by us --- payments are processed entirely by our third-party payment processor)
- **Usage data:** login times, features accessed, device and browser information
- **Communications:** messages sent through the Platform between users and clients
- **Verification records:** timestamped logs of in-platform verification steps completed by users prior to sending quotes or estimates to clients

We collect only what is necessary to provide the Platform and its features. We do not collect sensitive information as defined under the Privacy Act unless you voluntarily provide it and we have your consent.

1.3 How We Collect Personal Information

We collect personal information:

- Directly from you when you register, including licence and insurance information provided during the registration process
- Through third-party authentication providers (such as Google) when you sign in using your existing account with that provider. We receive only your name, email address, and profile identifier --- we do not receive or store your password with that provider.
- Automatically through your use of the Platform, including usage data, device information, and verification step completion records
- From third parties such as trades uploading quotes into your account, or payment processors

> _We collect licence and insurance information at registration to verify that users are operating within the intended scope of the Platform. We do not independently verify licence status with state licensing authorities at this time. Users are responsible for ensuring the information they provide is accurate and current. See section 2.2._

1.4 How We Use Personal Information

We use your personal information to:

- Provide, operate, and improve the Platform and its AI-assisted features
- Generate residential building estimates and quotes based on information you provide
- Communicate with you about your account, updates, and support
- Process payments and manage billing
- Maintain verification records as part of our platform safety and quality assurance processes
- Comply with our legal obligations
- Investigate and respond to complaints or disputes

We do not use your personal information for direct marketing without your consent. We do not sell, rent, or share your personal information with third parties for their own marketing purposes.

1.5 Usage Monitoring and Platform Improvement

We monitor aggregated and anonymised usage patterns across the Platform for the sole purpose of improving Platform performance, reliability, and the quality of AI-assisted outputs. This monitoring

includes analysing which features are used, how users interact with AI outputs, error rates, and general workflow patterns.

In some circumstances, authorised personnel may review individual project data --- for example, to resolve a support request you have raised, to investigate a reported issue with AI output quality, to respond to a dispute, or to ensure compliance with these policies. Any such review is conducted on a need-to-know basis, subject to strict internal access controls, and limited to what is reasonably necessary for the purpose. We do not use usage monitoring data to profile individual users for marketing purposes or share identifiable usage data with any third party.

> _We monitor how the Platform is used to make it better. Where we need to review individual project data --- such as to resolve a support issue or investigate an AI output concern --- we do so under strict access controls and only to the extent necessary._

1.6 How the AI Uses Your Data

The AI features within the Platform process the documents and data you upload --- including plans, drawings, and pricing information --- solely to generate outputs for your use. Your data is not used to train our AI models or shared with any third-party AI provider in a way that retains or exposes your information. Refer to our AI Use Policy for full details.

1.7 Disclosure of Personal Information

We may disclose your personal information to:

- Service providers who assist us in operating the Platform (cloud hosting, payment processing, analytics), under strict confidentiality agreements
- Other users only where you have explicitly shared information with them through the Platform (e.g. a builder receiving a trades quote)
- Regulators, law enforcement, or courts where required by law
- Successors in the event of a business sale or merger, subject to equivalent privacy protections

We do not disclose personal information to overseas recipients unless equivalent privacy protections are in place and you have been notified.

1.8 Data Retention

We retain personal information for as long as your account is active and for a period of seven years following account closure, in accordance with Australian tax and business record-keeping obligations. Project data and verification records may be retained for longer where required by law or where disputes remain unresolved.

1.9 Access and Correction

You have the right to request access to the personal information we hold about you, and to request corrections if that information is inaccurate, incomplete, or out of date. To make a request, contact us at info@struxo.com. We will respond within 30 days.

1.10 Complaints

If you believe we have breached the APPs or your privacy rights, you may lodge a complaint with us at info@struxo.com. We will acknowledge your complaint within five business days and provide a substantive response within 30 days. If you are unsatisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

1.11 Changes to This Policy

We may update this Privacy Policy from time to time. Where changes are material, we will notify you by email or via the Platform. Continued use of the Platform following notification constitutes acceptance of the updated policy.

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