



Privacy Notice

Last Updated: 20 August 2026

General

This Privacy Notice describes how Sitemate collects and processes your personal information for our purposes when you interact with Sitemate and our websites, services, content, and any related software, mobile applications, and other applications (including Sitemate for Microsoft 365 Copilot) (collectively, “**Services**”).

Sitemate comprises Sitemate Technologies Holdings Pty Ltd (95 611 299 524) L1, 477 Pitt Street Sydney NSW 2000; Sitemate Services Pty Ltd (78 606 972 007) L1, 477 Pitt Street Sydney NSW 2000; Sitemate Services UK Ltd (14874947) 10 John Street, London, United Kingdom, WC1N 2EB; Sitemate Services CA Ltd (771757762) 105-6 Gurdwara Road Ottawa ON K2E 8A3, their subsidiaries, group companies and other affiliates (collectively “**Sitemate**”, “**we**”, “**us**”, and/or “**our**”).

If you are a resident of the United Kingdom, Sitemate Services UK Ltd is the controller of your personal information as described in this Privacy Notice. For all other users, Sitemate Services Pty Ltd (ACN 78 606 972 007) is the controller.

When you access or use our Services, you acknowledge that you have read this Privacy Notice and understand its contents. Your use of our Services and any dispute over privacy is subject to this Privacy Notice.

This Privacy Notice applies to and should be read in conjunction with the Sitemate Customer Services Agreement (available at [🔗 Sitemate: Terms of service](#)) or such other terms and conditions as may be agreed between you and Sitemate or otherwise provided to you from time to time, including under a Master Services Agreement or Statement of Work.

We recommend that you read this Privacy Notice in its entirety to ensure you are fully informed.

Information We Collect

Information You Provide To Us

We collect personal information you provide to us when you interact with us, such as when you complete a form on our website to obtain additional information about our Services. This information may vary depending on how you interact and what you choose to share with us, and includes:

- **Account information**, such as your email address, password, and any authentication and security credential information used to create and administer your account.
- **Contact and professional information**, such as your name, address, phone number, email address, fax number, company name, job title/level, department, and other organisation-related identifiers, IP addresses and device IDs.
- **Contract and payment information**, such as data necessary for processing payments and fraud prevention, including your signature, credit card/debit card and bank account information or other related billing information, GST/VAT numbers and other tax identifiers that you use to pay for the Services.
- **Communications information**, such as your feedback on our Services and other communications with us (including when you interact with us online and offline), any queries you raise (including when you fill out a form on our website), and chat, email, or call history. This includes information as to how you contact us, and the channel of communication that you use, as well as any information that you send to us.
- **Audio and video recordings**. If you answer a telephone call from Sitemate or otherwise join a telephone or video meeting with us, or if you attend a Sitemate in-person or virtual event, we may record some or all of that event or meeting (including audio and video content). We will obtain your consent where required under applicable laws.
- **Advertising and marketing information**, such as your interests based on your use of our Services and other websites and online services, your preferences in relation to receiving marketing materials from us, communication preferences, and your preferences for particular products or services.
- **Personal identification and credential information**. If you use certain features, we may collect government-issued identity documents (such as passports, driver licences and national identity cards) and professional credential documents (such as work licences and competency cards) that you choose to upload, together with information extracted from those documents.
- **Special categories of personal data**. In connection with the registration for and provision of access to a Sitemate event, we may ask for information about your health for the purpose of identifying and being considerate of any disabilities or special dietary requirements you may have. Any use of such information is based on your consent. If you do not provide any such information about disabilities or special dietary requirements, we will not be able to take any respective precautions.

Providing your personal information is optional. You are not under a legal duty to provide your personal information, but it may be necessary for certain Services, such as account registration.

In such cases, if you do not provide your personal information, we may not be able to provide you with the requested Services.

Information We Collect Automatically

We automatically collect certain types of information when you interact with our Services, such as when you visit our website or log into your account. We use common information gathering tools, such as tools for collecting usage data, cookies and similar tracking technologies, to automatically collect information that may contain personal information from your computer or mobile device as you navigate our Services or interact with emails we have sent you. This information includes:

- **Usage and interaction information.** The full Uniform Resource Locators (URL) clickstream to, through, and from our website (including date and time) and Services, content you viewed or searched for, page response times, download errors, length of visits to certain pages, and page interaction information (such as scrolling, clicks, and mouse-overs).

 We partner with Microsoft Clarity to capture how you use and interact with our website through behavioural metrics, heatmaps, and session replay to improve our products/services. Website usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimisation and fraud/security purposes. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement](#).

- **Log data and device information,** such as Internet Protocol (IP) address, information about your Internet service provider, computer, laptop, mobile, tablet or other device information including device, application, or browser type and version, browser plug-in type and version, operating system, or time zone setting, authentication and security credential information, access dates and times, occurrences of technical errors, diagnostic reports, your settings preferences, backup information, API calls, and other logs.
- **Location information.** For certain Services we may request permission to access your location. Where you grant this permission, we will collect information about your location using GPS, wireless, or Bluetooth technology. You can control access to precise location information through your device settings.
- **Other identifiers and information contained in cookies and similar tracking technologies** as described in our Cookie Notice.

Personal data about other people that you provide to us

We may require the personal data of third parties (such as name, contact details and e-signature) for the purpose of managing electronic agreements. If you provide personal data to us about someone else (such as one of your directors or employees, or someone with whom you have business dealings) you must ensure that you are entitled to disclose that personal data to us and that, without our taking any further steps, we may collect, use and disclose that personal data as described in this Privacy Notice.

In particular, you must ensure the individual concerned is aware of the various matters detailed in this Privacy Notice, as those matters relate to that individual, including our identity, how to contact us, our purposes of collection, our personal data disclosure practices (including disclosure to overseas recipients), the individual's right to obtain access to the personal data and make complaints about the handling of the personal data, and the consequences if the personal data is not provided (such as our inability to provide services).

Sitemate for Microsoft 365 Copilot

When you use Sitemate for Microsoft 365 Copilot (our application for the Microsoft 365 Copilot platform), the application operates as a Service under this Privacy Notice. The application accesses your Sitemate (Dashpivot) workspace, project, team, and form data on your behalf to answer queries you make inside Microsoft 365 Copilot.

Data accessed: Workspace structure (workspaces, projects, teams), app and template definitions, and form records you have permission to view in Sitemate. The application operates with the permissions of your authenticated Sitemate user account and does not bypass any access controls configured in Sitemate.

Conversational content: We do not store the content of your conversations with Microsoft 365 Copilot. Your Microsoft 365 Copilot conversations are governed by Microsoft's own privacy terms, not this Privacy Notice.

Authentication: The application authenticates to Sitemate via OAuth at <http://auth.sitemate.com/>. You can revoke the application's access at any time from your Sitemate account; revocation takes effect immediately.

Telemetry: We collect standard service telemetry (request timing, error rates, diagnostic logs) for reliability monitoring, on the same terms as the other Sitemate Services described in this Notice.

Data residency: Data stored by Sitemate remains within the regional Sitemate stack associated with your account (AU or UK). Data transmitted to Microsoft's Copilot platform to fulfil your queries is subject to Microsoft's own privacy terms.

How We Use Your Personal Information and Our Legal Bases For Processing It

Our purposes and legal bases for using personal information depend on the context of your interactions with Sitemate and the choices you make, the Services and features you use, and your location, but can include those set out below, as permitted by applicable laws.

Broadly, we use personal information we collect to:

1. Provide, maintain, and improve our platforms and Services;
2. Authenticate users and manage access permissions;
3. Send service-related communications such as support responses, platform changes/announcements, or where you have opted in, newsletters and promotional content;
4. Analyse trends and improve user experience using de-identified or aggregated information;
5. Comply with legal obligations (such as record-keeping obligations), respond to lawful requests, and resolve disputes;
6. For any purpose related and/or ancillary to any of the above or any other purpose for which your personal data was provided to us.

In jurisdictions where applicable law distinguishes between primary processing purposes and ancillary processing purposes, our advertising and marketing is considered an ancillary purpose while all other processing purposes described in this section are primary purposes.

Permitted Purposes

Purpose / Activity	Description	Types of Personal Information	Legal Basis for Processing
Register and administer your account	Create, maintain and administer your Sitemate account	• Account information • Contact and professional information • Communications information • Usage and interaction information • Log and device information • Inferred location information	• Performance of a contract with you • Consent (where required under applicable laws)

		• Personal identification and credential information • Other identifiers and information contained in cookies and similar tracking technologies as described in our Cookie Notice	
Providing the Services	Operate, provide, deliver, and assess eligibility for our Services	• Account Information • Contact and professional information • Contract and payment information • Personal identification and credential information • Communications information • Audio and video recordings • Usage and interaction information • Log and device information • Location information • Other identifiers and information contained in cookies and similar tracking technologies as	• Performance of a contract with you to provide the Services • Legitimate interests (to operate and provide our Services) • Consent (where required under applicable laws)

		described in our Cookie Policy • Other information as may be required to provide the Services requested	
Communicate with you	Communicate with you regarding our Services via different channels (e.g., by phone or email), send you service updates, confirmations, invoices, technical notices, updates, security alerts, support and administrator messages, and respond to your inquiries, requests, or complaints	• Account information • Contact and professional information • Communications information • Audio and video recordings	• Performance of a contract with you to provide the Services • Legitimate interests (to operate, provide, and improve our Services; to communicate with you – where our communications are not necessary to perform or enter into a contract with you) • Consent (where required under applicable laws)
Measure, troubleshoot, develop, and improve our Services and our business	Provide, maintain, improve, and develop our Services, including by measuring their use, analysing their performance, and fixing errors	• Account information • Contact and professional information • Communications information • Audio and video recordings • Advertising and marketing information • Usage and interaction information • Log and device information	• Legitimate interest (to improve our business and Services) • Consent (where required under applicable laws)

		• Location information • Personal identification and credential information • Other identifiers and information contained in cookies and similar tracking technologies as described in our Cookie Notice	
Recommendations and personalisation	Recommend Services that might be of interest to you, identify your preferences, and personalise your experience with our Services	• Account information • Contact and professional information • Communications information • Audio and video recordings • Advertising and marketing information • Usage and interaction information • Log and device information • Location information • Other identifiers and information contained in cookies and similar tracking technologies as described in our Cookie Notice	• Legitimate interests (to operate, provide, and improve our business; to use the insights to improve or develop marketing activities and promote our Services) • Consent (where required under applicable laws)

Advertising and marketing	Send you promotional messages, marketing, advertising, and other information based on your preferences, and to provide or offer software updates and product announcements.	• Account information • Contact and professional information • Communications information • Audio and video recordings • Advertising and marketing information • Usage and interaction information • Log and device information • Location information • Other identifiers and information contained in cookies and similar tracking technologies as described in our Cookie Notice	• Legitimate interests (to operate, provide, and improve our business; to communicate with you and develop marketing activities and promote our Services) • Consent (where required under applicable laws)
Processing candidate applications	If you are a candidate seeking employment with Sitemate, we may use your personal information to process your application and assess your suitability for any role, as well as communicate throughout the process. We may retain your information for future reference.	• Contact and professional information • Personal identification and credential information • Audio and video recordings • Location information • Communications information	• Legitimate interests (to operate and manage our recruitment process efficiently, evaluate candidates fairly and to communicate with you; to improve our hiring practices) • Consent (where required under applicable laws)

		• Other identifiers and information contained in cookies and similar tracking technologies as described in our Cookie Notice • Other information as may be required to complete the recruitment process	
Comply with legal and regulatory obligations	Comply with, and enforce our rights under, any applicable laws. This includes complying with our obligations to respond to your requests under applicable data protection laws.	• Account information • Contact and professional information • Contract and payment information • Personal identification and credential information • Communications information • Financial information • Audio and video recordings • Advertising and marketing information • Usage and interaction information • Log and device information • Location information • Other identifiers and information	• Compliance with legal obligations and the exercise of our legal rights • Consent (where required under applicable laws)

		contained in cookies and similar tracking technologies as described in our Cookie Notice • Other information as may be required to protect our business interests and comply with applicable laws	
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How We Disclose Your Personal Information

Maintaining your trust over your personal information is a vital part of our relationship with you, and we may disclose your personal information only as described below.

- **Affiliates.** We may share your personal information between Sitemate entities and affiliates within the Sitemate corporate group, as well as companies we may acquire in the future, where required for the purpose of providing the Services, in accordance with this Privacy Notice.
- **With others in your organisation.** If you are the administrator for your organisation, we may disclose your information to other users in your organisation in accordance with your account settings and preferences. If you are a user, we may disclose certain information, including information about your account settings and your use of the Services, to your organisation and its administrator(s).
- **Service providers who support our operations.** We engage third party service providers and individuals to perform certain functions on our behalf. This includes cloud computing and storage services, payments processing, authentication and identity verification, call recording, data analytics, and marketing services. These third party service providers only have access to personal information needed to perform their functions, but may not use it for other purposes.
- **Business advisors.** We may disclose your personal information with professional advisors acting as service providers, processors, or controllers - including lawyers, bankers, auditors, and insurers who provide consultancy, banking, legal, insurance and accounting services.
- **Protection of us and others.** We may disclose your personal information if we believe disclosure is appropriate to comply with applicable laws, enforce or apply our terms or

agreements (including to collect amounts owed to us), protect the rights, property, or safety of Sitemate, or our employees, customers, users, and others, or to respond to requests from courts, law enforcement agencies, regulatory agencies, and other public and government authorities. We may also disclose your personal information in connection with investigating and preventing fraud or security issues relating to our Services.

- **Business transfers.** If Sitemate goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its businesses, services, or assets, your personal information may be among the assets transferred. In accordance with applicable laws, we will use reasonable efforts to notify you of any transfer of personal information to an unaffiliated third party.
- **With your consent.** We may disclose personal information to third parties when we have your consent to do so.

International Transfers

Sitemate is a globally active organisation. We may transfer your personal data abroad only where it is necessary to do so in order to fulfil the Permitted Purposes as described above. Personal information we collect may be stored and processed in your region or in any other country where we or our affiliates or service providers maintain facilities. We maintain primary data centres in Australia and the United Kingdom.

Countries in which such data may be stored or processed may include (but are not limited to) Australia, the United States, Canada, the United Kingdom, Kenya, Kazakhstan, Indonesia, the Philippines, Malaysia & Brazil.

When transferring personal information from a jurisdiction restricting such exports, we rely on appropriate legal mechanisms, which may include:

- **Standard Contractual Clauses (SCCs).** For transfers of personal information from the European Economic Area, United Kingdom, or Switzerland, we may rely on the European Commission's Standard Contractual Clauses and equivalent terms for the United Kingdom (including the UK Addendum to the EU SCCs) and Switzerland, as applicable.
- **Adequacy decisions.** Where the European Commission or another relevant authority has determined that the destination country ensures an adequate level of data protection, we may rely on that adequacy decision as the basis for the transfer.
- **Other lawful mechanisms.** Where required or permitted by applicable law, we may rely on other appropriate safeguards, including International Data Transfer Agreement (IDTA), derogations for specific situations (such as your explicit consent or the performance of a contract with you), or other legally recognised transfer mechanisms.

How Long We Keep Your Personal Information

We keep your personal information for as long as it is required in order to fulfil the relevant purposes described in this Privacy Notice, or for other essential purposes such as complying with our legal obligations, resolving disputes and enforcing our agreements.

Our retention obligations may require us to retain your personal information after your relationship with us has ended.

Your data will be deleted when it is no longer reasonably required for the Permitted Purposes or you withdraw your consent (where applicable) and we are not legally required or otherwise permitted to continue storing such data.

Security

We use a number of security measures to protect the information you provide to us. This includes:

1. Restricting internal and external access to your personal information;
2. Role-based access controls and authentication measures;
3. Encryption of data in transit and at rest;
4. Maintaining our technology systems to prevent unauthorised computer access;
5. Secure destruction or de-identification of data when no longer required.

However, no security measure or modality of data transmission over the Internet is 100% secure. Although we strive to use commercially acceptable means to protect your personal information, we cannot guarantee absolute security. You are solely responsible for protecting your password, limiting access to your devices, and signing out of websites after your sessions.

Your rights and choices

Depending on your location, you may have certain rights regarding your personal information. Subject to applicable laws, you may have the right to:

- **Ask whether we hold personal information about you, and request copies of such personal information and information about how it is processed;**
- **request information about our processing of your personal information, including information about third parties to whom we disclose personal information and why we process your personal information;**
- **Request that personal information about you is corrected;**
- **Request deletion of your personal information;**
- **Object to or restrict certain processing of your personal information;**

- **Request portability of personal information that you have provided to us;**
- **If we have collected and processed your personal information with your consent, withdraw your consent;**

 Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent. However, please note that the withdrawal of your consent may affect our ability to continue to provide you with the Services because the continued use and disclosure of your personal information is necessary to make the Services available to you.

- **Submit a complaint to a data protection authority about our collection and use of your personal information.** A full list of European Economic Area (“EEA”) data protection authorities by country is [here](#). The UK Information Commissioner’s Office can be contacted [here](#). The Office of the Australian Information Commissioner can be contacted [here](#).

If you wish to do any of the above please send an email to privacy@sitemate.com. We may request that you prove your identity by providing us with a copy of a valid means of identification in order for us to comply with our security obligations and to prevent unauthorised disclosure of data.

We will consider any requests or complaints which we receive, and provide you with a response in a timely manner. If you are not satisfied with our response, you may take your complaint to the relevant privacy regulator.

Children's Privacy

Our Services are not directed to individuals under 18 years of age. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child, we will take steps to delete such information.

Changes to this policy

At Sitemate, we regularly ship new Services and improve our business at a high velocity. Those changes sometimes require us to collect new personal information or to use personal information in different ways, so we may periodically amend, add or remove any part of this Privacy Notice from time to time.

If we make material changes, we will notify you via our website or through direct communication where appropriate. Your continued use of the platform after changes are made constitutes

acceptance of the updated Notice.

Please review this page periodically, and especially before you provide any personal information to us. This Privacy Notice was last updated to be effective as of the “Last Updated” date indicated at the top.

Contact us

If you have any questions about our Privacy Notice or privacy practices please contact our Privacy Officer at:

Email: privacy@sitemate.com

Ph: (+61) 2 8103 2140

Mail: Sitemate Privacy Officer, Sitemate Services, Level 1, 477 Pitt Street, Haymarket 2000.

Subject to applicable laws, you can also contact us if you wish to lodge a complaint about our privacy practices, or to appeal our actions with regards to your rights and choices.

If you have any questions about the Customer Personal Data handled by your organisation, please contact your organisation’s administrator.