

ChippyMate – Offcut

Privacy Policy

Effective Date: 15/10/2026

1. Introduction

This Privacy Policy (the “Policy”) explains how Offcut operating under the company ChippyMate Pty Ltd, ABN 47 702 485 005 (“ChippyMate”, “Offcut”, “we”, “our” or “us”), collects, holds, uses, discloses and protects your personal information.

We are committed to protecting your privacy and handling personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and other applicable privacy laws.

This Privacy Policy applies to all users of the ChippyMate website, mobile application (Offcut) and related services (collectively, the Services).

This Privacy Policy explains:

- what personal information we collect;
- how we collect, use and disclose that information;
- how we protect your information;
- how long we retain information;
- your rights regarding your personal information; and
- how you can contact us or make a privacy complaint.

This Privacy Policy forms part of our Terms and Conditions. By using the Services, you acknowledge that your personal information will be handled in accordance with this Privacy Policy.

2. Personal Information We Collect

We collect only the personal information reasonably necessary to provide and operate the Services.

Information stored directly by Offcut

Offcut directly stores only the following personal information:

- your name;
- your email address;
- account credentials;
- profile information you choose to provide; and
- support information (support requests, correspondence, feedback and necessary information to resolve your enquiry).

We use this information to:

- create and manage your account;
- authenticate your access to the Services;
- communicate important service information;
- provide customer support; and
- administer your subscription.

Information processed by third-party service providers

To provide the functionality of Offcut, trusted third-party service providers acting on our behalf may process additional information generated through your use of the Services.

Depending on the features you use, this may include:

- project information;
- measurements;
- logbook entries;
- notes;
- drawings;
- uploaded files or photographs;
- AI prompts;
- voice recordings or transcriptions (where applicable);
- AI-generated responses;
- subscription information;
- transaction identifiers;
- cookies and analytics;
- technical and diagnostic information; and
- application usage information.

These providers process information solely for the purpose of operating and supporting the Services and in accordance with their own applicable privacy obligations.

Subscription Information

Where you purchase a subscription, we may receive limited information from Apple, Google or other authorised subscription providers, including:

- subscription status;
- billing period;
- renewal dates;
- transaction identifiers; and
- confirmation that your subscription is active.

We do **not** receive or store your complete payment card details.

Technical Information

When you use the Services, certain technical information may be collected automatically, including:

- IP address;
- device type;
- operating system;
- application version;
- browser information (where applicable);
- crash reports;
- diagnostic information;
- security logs;
- date and time of access; and
- information about how the Services are used.

Where practicable, analytics information is aggregated or de-identified before analysis.

3. How We Collect Personal Information

We collect personal information in several ways.

Information you provide

You may provide personal information when you:

- create an account;
- subscribe to the Services;
- update your account information;
- contact customer support;
- communicate with us;
- submit feedback;
- use AI or voice-enabled features; or
- otherwise interact with the Services.

Information collected automatically

Certain technical information is collected automatically through technologies used to operate and secure the Services, including authentication systems, application logs, security monitoring and analytics tools.

Cookies and Analytics

The website may use cookies and similar techniques to understand usage and improve the experience. You can control cookies through your browser settings.

Information from third parties

We may receive limited information from third parties including:

- Apple;
- Google;
- RevenueCat;
- payment providers;
- authentication providers;
- analytics providers; and
- other service providers that support the operation of Offcut.

For example, Apple, Google or RevenueCat may provide subscription status and transaction information so we can manage your subscription.

4. Payment Information

Subscriptions purchased through the Apple App Store, Google Play or another authorised payment provider are processed directly by that provider.

Payment card information is collected and stored by the relevant payment provider in accordance with its own privacy policy.

Offcut does not collect or store your complete payment card information.

5. How We Use Personal Information

We use personal information only where reasonably necessary to operate Offcut and were permitted by law.

These purposes include:

- creating and managing user accounts;
- providing access to the Services;
- authenticating users;
- administering subscriptions;
- providing customer support;
- responding to enquiries;
- sending service-related communications;
- protecting the security of the Services;

- detecting fraud or misuse;
- improving the performance and reliability of the Services;
- developing new features;
- complying with legal obligations;
- resolving disputes;
- enforcing our Terms and Conditions; and
- facilitating mergers, acquisitions or business restructures where permitted by law.

We do not sell, rent or trade your personal information.

We do not use your personal information for targeted advertising or direct marketing unless you have consented or another lawful basis applies.

Where your personal information is processed by third-party service providers on our behalf, those providers are authorised to use the information only to perform the services they provide to Offcut.

6. Disclosure of Personal Information

We only disclose personal information where it is reasonably necessary to operate Offcut, where required or authorised by law, or where you have otherwise authorised us to do so.

Depending on how you use the Services, we may disclose personal information to:

- cloud hosting and infrastructure providers;
- database and storage providers;
- authentication providers;
- email and communications providers;
- customer support providers;
- analytics providers;
- artificial intelligence service providers used to provide AI-powered features;
- Apple, Google, RevenueCat and other authorised subscription or payment providers;
- professional advisers, including lawyers, accountants and auditors;
- insurers;
- regulatory authorities, courts, tribunals or law enforcement agencies where required or authorised by law;
- a purchaser or successor entity in connection with a merger, acquisition, restructuring or sale of all or part of our business; and
- any other person or organisation where you have requested or authorised the disclosure.

We do not sell, rent or trade your personal information.

Where third-party service providers process personal information on our behalf, we take reasonable steps to ensure they have technical and organisational safeguards in place appropriate to the information they handle.

Some providers (such as Apple and Google) process personal information under their own privacy policies when providing their own services.

7. Third-Party Service Providers

Offcut relies on carefully selected third-party service providers to deliver, secure and improve the Services.

These providers may perform functions including:

- cloud hosting;
- database storage;
- user authentication;
- subscription management;
- transactional email delivery;
- analytics;
- customer support;
- artificial intelligence processing;
- application monitoring;
- backup and disaster recovery; and
- security services.

These providers process personal information only to the extent reasonably necessary to perform the services they provide to Offcut.

A summary of the principal service providers used by Offcut is set out in **Schedule 1**. These third parties may collect, use, store, or otherwise process personal information in accordance to their own privacy policies and practices. We recommend that you review the applicable privacy policies to understand how your information may be handled.

8. Overseas Disclosure

Some of our third-party service providers operate internationally or use infrastructure located outside Australia.

As a result, personal information may be stored or processed in Australia and other countries, including the United States and other jurisdictions in which our service providers maintain infrastructure or personnel.

The countries in which personal information is processed may change from time to time as our service providers update or expand their services.

Where required by the Privacy Act, we take reasonable steps before disclosing personal information overseas to ensure the recipient handles personal information in a manner substantially consistent with the Australian Privacy Principles or is otherwise subject to comparable privacy obligations.

9. Data Security

We take reasonable technical and organisational measures to protect personal information against misuse, interference, loss, unauthorised access, modification and disclosure.

Our security measures may include:

- encryption of data in transit;
- encryption of stored information where appropriate;
- authentication and access controls;
- password protection;
- multi-factor authentication where available;
- role-based access controls;
- security monitoring and logging;
- regular software updates and security patching; and
- restricting access to authorised personnel who require access to perform their duties.

Where personal information is processed by third-party providers, those providers are responsible for maintaining appropriate security controls within their own environments.

Although we take reasonable steps to protect personal information, no method of electronic transmission or storage is completely secure. Accordingly, we cannot guarantee absolute security.

You are responsible for maintaining the confidentiality of your account credentials and notifying us promptly if you believe your account has been compromised.

10. Data Retention

We retain personal information only for as long as reasonably necessary to fulfil the purposes described in this Privacy Policy, including to:

- provide and maintain the Services;
- administer user accounts;
- provide customer support;
- administer subscriptions;
- comply with legal obligations;
- resolve disputes;
- enforce our Terms and Conditions; and

- protect our legal rights.

Generally:

- account information is retained while your account remains active;
- deleted accounts enter a 30-day recovery period before permanent deletion;
- financial and taxation records are retained for the period required by Australian law; and
- backup copies may remain for a limited period before being securely overwritten.

To protect the integrity of our free trial offering, we may retain a record of your email address after account deletion for the limited purpose of preventing multiple free-trial registrations using the same email address.

When personal information is no longer required, we take reasonable steps to securely destroy or permanently de-identify it unless we are required or authorised by law to retain it.

11. Access and Correction

You may request access to the personal information we hold about you.

You may also request that inaccurate, incomplete, out-of-date, irrelevant or misleading personal information be corrected.

Requests should be made using the contact details provided at the end of this Privacy Policy.

Before responding, we may ask you to verify your identity.

We will respond within a reasonable period and in accordance with our obligations under the Privacy Act.

In limited circumstances, we may refuse access or decline to make a requested correction where permitted by law. If this occurs, we will provide written reasons unless an exception applies.

Where personal information is processed by one of our third-party service providers on our behalf, we may work with that provider to facilitate your request where appropriate.

12. Anonymous or Pseudonymous Dealings

Under Australian privacy law, individuals may in some circumstances interact with organisations anonymously or using a pseudonym.

However, because Offcut is a subscription-based service requiring user authentication and personalised access, it is generally not practical to provide the Services anonymously or under a pseudonym.

If you contact us with a general enquiry that does not require identification, you may choose not to identify yourself.

13. Children's Privacy

Offcut is designed for builders, carpenters, apprentices and other people working or undertaking training within the building and construction industry. As a result, some users may be under 18 years of age.

We recognise the importance of protecting the privacy of children and young people and handle their personal information in accordance with applicable privacy laws.

We collect only the personal information reasonably necessary to provide the Services.

Where required by law, we will take reasonable steps to ensure any required consent is provided by a parent, guardian or another person authorised to provide that consent.

We do not knowingly collect personal information from children where doing so would be unlawful or inappropriate.

If we become aware that personal information has been collected contrary to applicable law, we will take reasonable steps to delete that information as soon as reasonably practicable.

Parents or guardians with questions about the handling of a child's personal information may contact us using the details provided at the end of this Privacy Policy.

14. Artificial Intelligence Features

Offcut may include artificial intelligence (AI) and voice-enabled features designed to assist users while using the Services.

Where you choose to use these features, information necessary to provide the requested functionality may be processed by trusted third-party AI service providers acting on our behalf.

Depending on the feature being used, this information may include:

- prompts you submit;
- documents or other content you ask the AI to process;
- voice recordings or voice transcriptions (where applicable);
- text generated from voice input; and
- AI-generated responses.

We use this information only to:

- provide the requested AI functionality;
- improve the reliability, security and performance of AI features where permitted by law;
- detect misuse of the Services; and
- comply with applicable legal obligations.

Where reasonably practicable, we configure AI service providers not to use customer content to train publicly available AI models unless you have separately agreed to such use or the provider's own terms require otherwise.

AI-generated responses are created automatically and may occasionally be inaccurate, incomplete or unsuitable for your particular circumstances.

You should exercise your own judgement and independently verify important information before relying on AI-generated content.

15. Account Deletion

You may request deletion of your Offcut account at any time within the application by navigating to:

Settings → Delete Account

Before processing a deletion request, we may require reasonable verification of your identity to protect your personal information.

Once your request has been confirmed:

- your account will be deactivated;
- your account will enter a 30-day recovery period; and
- during that period your information will be retained only to allow account recovery and to comply with applicable legal obligations.

If your account is not reactivated within the recovery period:

- your account will be permanently deleted;
- personal information held directly by Offcut will be securely deleted or permanently de-identified where reasonably practicable; and
- information processed by third-party service providers on our behalf will be deleted or de-identified in accordance with our instructions, applicable legal obligations and those providers' retention processes.

Certain information may continue to be retained where required or authorised by law, including information reasonably necessary for:

- taxation and accounting obligations;
- fraud prevention;
- security investigations;
- legal compliance;
- dispute resolution; and
- establishing, exercising or defending legal claims.

Deleting your Offcut account does not automatically cancel subscriptions purchased through Apple, Google Play or another subscription provider.

Subscriptions must be cancelled separately through the platform from which they were purchased.

16. Automated Decision-Making

Offcut may use automated systems, including artificial intelligence and machine learning technologies, to operate certain features of the Services.

These systems are used primarily to:

- provide functionality requested by you;
- generate AI responses;
- improve service performance;
- detect misuse or fraudulent activity; and
- maintain the security and reliability of the Services.

Offcut does not currently use automated decision-making systems to make decisions that produce legal effects or similarly significant impacts on individuals.

If this changes, we will update this Privacy Policy and comply with any applicable legal obligations concerning automated decision-making.

17. Sensitive Information

Offcut does not generally require users to provide sensitive information as defined by the Privacy Act 1988 (Cth).

Unless specifically requested, you should avoid entering sensitive information into the Services, including through AI prompts, uploaded documents or customer support requests.

If we receive sensitive information, we will handle it in accordance with applicable privacy laws.

Where consent is required by law before collecting sensitive information, we will obtain that consent unless an exception applies.

18. Eligible Data Breaches

We take information security seriously.

If we become aware of an actual or suspected data breach, we will investigate the incident and take reasonable steps to contain and assess it.

Where an eligible data breach occurs under the Privacy Act, we will comply with the Notifiable Data Breaches scheme, including by notifying:

- the Office of the Australian Information Commissioner (OAIC); and
- affected individuals,

where notification is required by law.

We may also implement additional measures to minimise harm, recover affected systems and reduce the likelihood of similar incidents occurring in the future.

19. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- changes to the Services;
- changes to our business operations;
- changes to our third-party service providers;
- changes to applicable laws; or
- other operational or legal developments.

The most current version of this Privacy Policy will always be available through our website and, where appropriate, within the Offcut application.

The Effective Date at the beginning of this Privacy Policy indicates when the current version took effect.

Where required by law, we will provide additional notice or obtain your consent before implementing material changes to the way we collect, use or disclose personal information.

20. Privacy Complaints

If you believe we have handled your personal information in a way that does not comply with this Privacy Policy, the Privacy Act 1988 (Cth), or the Australian Privacy Principles, you may make a privacy complaint by contacting us using the details below.

When we receive a complaint, we will:

- acknowledge receipt within a reasonable period;
- investigate the matters raised;
- request additional information where reasonably necessary;
- work to resolve the complaint; and
- provide a written response within a reasonable time.

If you are not satisfied with our response, or we do not respond within a reasonable period, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

Further information is available from the OAIC's website.

21. Contact Us

If you have any questions about this Privacy Policy, wish to exercise your privacy rights, or would like to make a privacy complaint, please contact us.

ChippyMate Pty Ltd

ABN: 47 702 485 005

Email: support@chippymate.com.au

You may contact us regarding:

- access to personal information;
- correction of personal information;
- deletion of your account;
- privacy complaints;
- questions about our privacy practices; or
- any other privacy-related matter.

Where appropriate, we may ask you to verify your identity before responding to your request.

22. Your Privacy Rights

Subject to applicable law, you may have the right to:

- request access to personal information we hold about you;
- request correction of inaccurate or incomplete personal information;
- request deletion of your account and personal information, subject to legal retention requirements;
- withdraw consent where processing is based on your consent;
- make a privacy complaint; and
- ask questions about how your personal information is handled.

Nothing in this Privacy Policy limits any rights you may have under applicable privacy laws.

Schedule 1 – Third-Party Service Providers

The following table summarises the principal third-party providers used in connection with Offcut. The providers we use may change over time as our Services evolve.

Provider	Purpose	Information Processed	Primary Location*
Emergent	Application development, infrastructure support, AI-powered functionality, and production platform	Application data required to develop and operate the Services, AI prompts, uploaded content, voice input (where applicable), AI responses, Account information, application data, user content and device, and technical information	Various
MongoDB Atlas	Database hosting	Account information, application data and user content	Various

Provider	Purpose	Information Processed	Primary Location*
Resend	Transactional email delivery	Name, email address, email content and delivery metadata	United States
RevenueCat	Subscription management	Subscription status, entitlement information and transaction identifiers	United States
Apple App Store	App distribution and subscriptions	Subscription and purchase information made available to Offcut	Various
Google Play	App distribution and subscriptions	Subscription and purchase information made available to Offcut	Various

*The countries in which providers process information may change as those providers update or expand their infrastructure.

Schedule 2 – Summary of Personal Information Handling

Information	Purpose	Typical Recipient
Name	Account administration and customer support	Offcut, email provider
Email address	Authentication, account management and service communications	Offcut, email provider
Subscription information	Subscription administration	Apple, Google, RevenueCat
Transaction identifiers	Subscription verification	RevenueCat, Apple, Google
User-generated content	Providing requested application functionality	Third-party infrastructure providers acting on our behalf
AI prompts and responses	Delivering AI features	Approved AI service providers
Technical information	Security, diagnostics and service improvement	Hosting and analytics providers
Customer support communications	Responding to enquiries and resolving issues	Offcut and support providers

Important Information

Certain features of Offcut require personal information to function.

If you choose not to provide information that is reasonably necessary to operate your account or provide the Services, we may be unable to:

- create or maintain your account;
- authenticate your identity;
- provide certain features;
- administer your subscription; or
- respond to support requests.

You remain responsible for the information you choose to enter into Offcut.

You should avoid uploading sensitive personal information unless it is necessary for the feature you are using and you are authorised to provide that information.

The latest version of this Privacy Policy will always be available through our website and, where appropriate, within the Offcut application.