

Privacy Policy

What personal information we collect, why, where it's stored, who we share it with and your choices.

Core agreements Version 2.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- No advertising, no tracking cookies and no selling of your information.
- We collect what you give us (contact, account and billing details) plus basic technical and security records.
- Some providers are overseas, including Stripe for payments and Anthropic for our AI support assistant.
- You can ask to see, correct or delete your information at any time.

[This summary helps you find your way. The full text below is what applies.](#)

This policy covers pricehq.tech, its contact form and chat, the hello@pricehq.tech address, the PriceHQ updates email, the client area at my.pricehq.tech, PriceHQ Mail at mail.pricehq.tech, and the hosting, server and project services we provide. We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. ThreadCount, ClearAudit and Faden each have their own privacy policy on their own websites.

1. Who we are

- 1.1 PriceHQ is an Australian business. Contact us about privacy at hello@pricehq.tech or through the chat on our contact page. A person handles every privacy request.

2. Browsing our website

- 2.1 There's no advertising or social-media tracking, and no tracking cookies.
- 2.2 We count page views with Umami, open-source analytics that we run ourselves at analytics.pricehq.tech. It sets no cookies and stores no IP addresses. It records the page, the referring site, browser, operating system, device type, screen size, language and a rough location (country, region and city) worked out from your IP address. Search terms in page addresses aren't recorded.
- 2.3 If your browser sends Do Not Track or Global Privacy Control, the counter doesn't load.
- 2.4 If you pick a colour theme, the choice is saved in your own browser and never sent to us.

- 2.5 Our web host keeps standard server logs (IP address, page requested, time and browser type) for security and troubleshooting.
- 2.6 See the Cookie Policy for the few cookies our site, chat and client area use.

3. The contact form

- 3.1 **What it collects:** your name, email address, the product you picked (if any) and your message.
- 3.2 **Spam protection:** the form uses Cloudflare Turnstile, which checks your browser for signs of automation and sees your IP address to do so. It sets no tracking cookies. We also count recent messages from each IP address for an hour to stop floods.
- 3.3 **What happens next:** your message goes to our helpdesk, and we email you a copy with a reference number. Replies to that email join the same conversation.

4. Chat, email and the AI assistant

- 4.1 The chat, the contact form and email to hello@pricehq.tech all go to our own helpdesk (Chatwoot, open-source software we run at desk.pricehq.tech).
- 4.2 **What it keeps:** the name and email you give, your messages and attachments, and basic technical details recorded with a conversation (browser, operating system and the page you were on).
- 4.3 **AI assistant:** an AI assistant answers messages first. It says it's an AI, and you can ask for a person at any time (type "human"). To write its replies, your messages and the name and email you gave are sent to Anthropic in the United States, which doesn't use them to train its models. It answers only from our public pages and the products' help centres. A person reads anything it hands over and anything about billing, privacy or your account. It never asks for passwords, codes, your Support PIN or security answer.
- 4.4 **Why:** to read and answer your message. We use your email to reply and for nothing else, and never add it to our newsletter unless you sign up yourself.
- 4.5 **How long:** conversations are deleted two years after they're resolved, unless you ask us to delete them sooner.

5. PriceHQ updates (newsletter)

- 5.1 **What it keeps:** your email address and whether you've confirmed or unsubscribed. The list runs on Listmonk, open-source software we run at lists.pricehq.tech.
- 5.2 **Double opt-in:** nobody is added until they click the link in the confirmation email. Unconfirmed sign-ups are deleted after 7 days.
- 5.3 **No tracking:** our emails have no open or click tracking.

- 5.4 **Leaving:** every email has a one-click unsubscribe link, and from that page you can also download or delete what the list holds about you.

6. Customers: the client area and billing

- 6.1 **What we keep:** your name, organisation, email, phone and postal address, the services you order, invoices and payment records, support conversations, and sign-in records for security (time, IP address, the country it maps to, browser and device type, and how you signed in). Sign-in records are kept for 90 days.
- 6.2 **Security details:** your security answer is stored hashed, so nobody can read it back. Your Support PIN, authenticator key and passkeys are stored encrypted or as public keys only. Additional users you invite get their own login; we keep their name, email and sign-in records the same way.
- 6.3 **Card payments:** processed by Stripe. Card numbers go straight to Stripe and are never stored by us; we see only the card type, last four digits and expiry.
- 6.4 **Service email:** invoices, receipts, renewal reminders and service notices are sent from pricehq.tech addresses. They're part of the service, not marketing.
- 6.5 **Contacts you add:** billing, service or security contacts you add receive copies of the matching emails. Make sure they're happy to receive them.
- 6.6 **Domains (once launched):** to register a domain we must pass the registrant's name and contact details to the domain registrar and registry, and some may be shown in public registration records. .au registrations also need the registrant's ABN, ACN or trademark details.

7. Data you host with us

- 7.1 Files, databases, mailboxes and servers you run on our services belong to you. We process them only to provide the service: storing, backing up and delivering them.
- 7.2 We don't look at them except to fix a problem you've asked about, keep the service secure, investigate abuse, or where the law requires.
- 7.3 Web hosting, WordPress hosting and business email are stored in Sydney, Australia. VPS servers are stored in the location you choose; if you choose a location outside Australia, the data on that server is stored in that country.
- 7.4 Server passwords we create are shown to you once, on a page only your account can open, and then deleted. We never email them.
- 7.5 If you collect personal information through your own website, app or email, you're responsible for your own privacy policy and for complying with the law.

8. Website design and app development clients

- 8.1 We use project details, documents and any test data you share only to deliver the work, and delete or return them when the project ends, unless you ask us to keep them for ongoing support.

9. Who we share information with

- 9.1 We share personal information only with providers that help us run our services, only as much as they need, and never sell it.
- 9.2 Some are outside Australia. We take reasonable steps to make sure they protect it.

PROVIDER	WHAT FOR	WHERE
Stripe	Card payments	United States and Australia
Anthropic	AI support assistant	United States
Cloudflare	Website security, spam checks (Turnstile) and DNS	Global network
Our data-centre and cloud providers	Hosting, email and VPS servers	Australia; your chosen location for VPS
Email delivery providers	Sending service and newsletter email	Australia and overseas
Domain registrars and registries (once launched)	Registering domains	Australia and overseas

- 9.3 We may also disclose information where the law requires, for example to respond to a valid court order, or to protect people from serious harm.

10. Security

- 10.1 We protect information with encryption in transit, access controls, two-step sign-in for staff systems, monitoring and regular updates. See our Security and Responsible Disclosure.
- 10.2 If a data breach is likely to cause you serious harm, we'll notify you and the Office of the Australian Information Commissioner as the Notifiable Data Breaches scheme requires.

11. How long we keep information

- 11.1 Billing records (invoices and payments) are kept for 7 years because Australian tax law requires it.
- 11.2 If you close your account, your other personal details are deleted 30 days later. Otherwise they're deleted within 90 days of your last service ending, unless you ask sooner and we don't need them for a legal reason.
- 11.3 More detail is in our Data Retention and Account Closure.

12. Your choices and rights

- 12.1 You can ask to see, correct or delete the personal information we hold about you. Email hello@pricehq.tech or use the chat, and a person will confirm when it's done. We may need to check your identity first.
- 12.2 You can unsubscribe from the newsletter at any time. Service emails can't be turned off while you have an active service.
- 12.3 If you're unhappy with how we've handled your information, tell us first and we'll respond within 30 days. You can also complain to the Office of the Australian Information Commissioner (<https://www.oaic.gov.au/>).

13. Changes to this policy

- 13.1 When this policy changes, we update the version and date at the top and summarise the change in the version history below. We'll email customers about significant changes.

Version history

VERSION	DATE	WHAT CHANGED
2.0	20 October 2026	Moved into the legal centre with numbered sections; overseas disclosure listed in one place; web analytics description updated (one cookieless counter); support hours updated.
1.0	19 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.