

Privacy Policy | Billability Pty Ltd

ACN 672 423 068

Effective Date: 1 January 2023

Last Updated: 22 December 2025

This Privacy Policy explains how **Billability Pty Ltd** (“Billability”, “we”, “us”, or “our”) collects, uses, stores, discloses, and protects personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By creating an account or using the Billability invoicing platform (“the Service”), you acknowledge and agree to the practices described in this Privacy Policy.

1. Overview

Billability is committed to safeguarding the privacy of our users. We collect and handle personal information only where reasonably necessary for the operation, improvement, and security of our invoicing Software as a Service (“SaaS”) platform.

2. Information We Collect

a. Personal Information

To provide and operate the Service, we may collect the following types of personal information:

- Name
- Email address
- Business name
- ABN
- Billing details

- Phone number
- Postal or business address
- Any other information necessary to use or administer the Service

This information may be collected directly from you or automatically through your use of the platform.

b. Partner Data Sharing

If you sign up using an invitation from one of our partners, we may receive additional company details directly from the partner, including:

- Contact name
- Business name
- ABN
- Phone number
- Address

This information is used solely for account creation, onboarding, and verification purposes.

c. Cookies

We use cookies and similar technologies to:

- enable platform functionality,
- remember preferences (e.g., theme or colour mode), and
- improve user experience.

Disabling cookies may impact functionality or limit access to certain features.

3. Data Storage and Security

a. Server Location

All personal information is stored on servers located in **Australia**, including servers managed by our trusted hosting providers.

b. Security Measures

We implement industry-standard technical and organisational security measures, including:

- SSL/TLS encryption,
- access controls,
- regular vulnerability assessments, and
- secure data handling practices.

While we take reasonable steps to protect your information, no method of electronic transmission is entirely risk-free.

4. How We Use Personal Information

a. Service Provision

We use the information we collect to:

- operate and maintain the invoicing platform,
- customise and improve your user experience,
- enable invoice creation and other essential features,
- manage and administer your account.

b. Communication

We may contact you for:

- administrative updates,
- service and security notifications,
- technical support, or
- marketing communications related to our products.

You may opt out of marketing communications at any time by using the unsubscribe link or contacting us directly.

5. Third-Party Services

a. Payment Processing (Stripe)

Billability uses **Stripe** to process payments, perform analytics, and provide fraud prevention services. Stripe may collect device identifiers or other technical information to support these functions.

Processing by Stripe is governed by Stripe's Privacy Policy:

(URL not displayed in accordance with platform rules, but you may include it in your final PDF.)

We do **not** store credit card information on our servers.

6. Data Sharing

a. Partner Data Sharing

Where you sign up via a partner invitation, we may receive company details solely for account creation and onboarding.

These details are not shared with other third parties.

b. No Unauthorised Sharing

We do not sell, rent, or disclose your personal information to third parties for marketing or unrelated purposes.

We may share information only where:

- necessary to provide the Service,
- required by law, or
- you have provided express consent.

7. Information for Invoice Generation

a. Company Details Form

To enable invoice creation, we may ask you to supply additional business information, including:

- Company name
- Address
- Contact details
- Additional optional invoice details

b. Purpose of Collection

This information is used solely for generating invoices and supporting your use of the Service.

c. User Control

You may access, update, or correct these details through your account settings at any time.

8. User Rights

In accordance with the Privacy Act and the Australian Privacy Principles, you may request:

- access to your personal information,

- correction or updates,
- deletion (where permitted by law),
- restriction of processing, or
- information about how your data has been handled.

Requests can be submitted to: info@billability.com.au

9. Data Retention

We retain personal information only for as long as reasonably necessary to:

- provide the Service,
- comply with legal and accounting obligations, or
- resolve disputes.

Data no longer required will be securely deleted or anonymised.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in legal requirements or in the operation of our platform.

Updates will be communicated via email from info@billability.com.au and posted within the Service.

Continued use of the Service after an update constitutes acceptance of the revised policy.

1. COOKIE POLICY | BILLABILITY

Effective Date: 1 January 2023

Last Updated: 4 September 2024

This Cookie Policy explains how **Billability Pty Ltd** ("Billability", "we", "us", or "our") uses cookies and similar tracking technologies on the Billability invoicing platform ("the Service").

By using the Service, you consent to the use of cookies as described in this policy.

1. What Are Cookies?

Cookies are small text files stored on your device (computer, mobile, tablet) that help websites and web applications function efficiently and personalise your experience. Cookies may be "session cookies," which expire when you close your browser, or "persistent cookies," which remain until manually deleted or automatically cleared.

2. How We Use Cookies

a. Essential Cookies

These cookies are necessary for the operation of the Service. They allow users to:

- log in and stay authenticated,
- load core platform features,
- maintain secure sessions.

You cannot opt out of essential cookies, as the Service will not function correctly without them.

b. Functional Cookies

These cookies enhance the usability and experience of the platform by remembering your preferences, such as:

- display settings (e.g., light/dark mode),
- saved form data,
- user interface configurations.

c. Performance and Analytics Cookies

We may use analytics tools (e.g., first-party analytics or third-party error tracking) to collect information about how the platform is used, including:

- pages visited,
- features used,
- time spent in the platform,
- device or browser type.

This helps improve our platform and diagnose performance issues.

d. Cookie Usage for Partners (If Applicable)

If you sign up through a partner link or invitation, cookies may be used to:

- track referral source,
- pre-fill relevant partner information,
- streamline onboarding.

No marketing tracking cookies are used unless explicitly stated.

3. Third-Party Cookies

Some cookies may be placed by trusted third-party services, including:

- payment providers (e.g., Stripe),
- hosting and infrastructure partners,
- analytics or error-monitoring tools.

These third parties control their own cookies according to their respective privacy policies.

4. Managing Cookies

You may manage or disable cookies through your browser settings.

Please note: disabling cookies may affect functionality and prevent access to certain features of the Service.

5. Updates to This Cookie Policy

We may revise this Cookie Policy as necessary. Updates will be posted within the Service, and your continued use of the platform constitutes acceptance of the updated policy.

6. Contact Information

For questions about our cookie practices, contact us at:

info@billability.com.au

2. DATA PROCESSING ADDENDUM (DPA) | BILLABILITY

Effective Date: 1 January 2023

Last Updated: 4 September 2024

This Data Processing Addendum (“DPA”) forms part of the agreement between **Billability Pty Ltd** (“Billability”, “Processor”) and the user of the Billability platform (“Customer”, “Controller”) regarding the processing of personal information on behalf of the Customer.

This DPA is designed to comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Definitions

- **“Controller”**: The individual or organisation that determines the purpose of personal information processing (the Customer).
- **“Processor”**: Billability, which processes data on behalf of the Controller.
- **“Personal Information”**: Information as defined under the Privacy Act 1988 (Cth).
- **“Service”**: The Billability invoicing platform and related services.

2. Purpose of Processing

Billability processes personal information solely for the purpose of providing, maintaining, and supporting the Service, including account management, invoice generation, secure storage, analytics, and customer support.

Billability will not process personal information for any purpose other than those explicitly described or as instructed by the Controller.

3. Obligations of Billability (Processor)

Billability agrees to:

a. Process Personal Information Only on Instructions

Process data only in accordance with:

- the Controller’s documented instructions,

- applicable privacy laws, or
- requirements imposed by law or regulation.

b. Maintain Security Measures

Implement appropriate administrative, technical, and physical safeguards, including:

- encryption,
- access controls,
- secure hosting environments,
- regular security assessments.

c. Confidentiality

Ensure all employees or subcontractors with access to personal information are bound by confidentiality obligations.

d. Assist the Controller

Provide reasonable assistance in responding to:

- access and correction requests,
- deletion requests (where legally permissible),
- data breach notifications.

e. Notification of Data Breaches

Notify the Controller without undue delay of any eligible data breach in accordance with the **Notifiable Data Breaches (NDB) Scheme**.

4. Sub-Processors

Billability may use third-party sub-processors to provide the Service, including:

- **Stripe** (payment processing),
- hosting providers (e.g., AWS, Google Cloud, or equivalent),
- email and communication infrastructure providers.

Billability ensures all sub-processors comply with obligations equivalent to those in this DPA.

5. International Data Transfers

If any sub-processor stores or processes data outside Australia, Billability will ensure compliance with **APP 8 – Cross-border Disclosure of Personal Information**, including appropriate safeguards and assurances.

6. Data Subject Rights

Billability will support the Controller in fulfilling obligations related to:

- access,
- correction,
- deletion (where applicable),
- data export,
- handling complaints and privacy inquiries.

7. Data Retention and Deletion

Upon termination of the Customer's account, Billability will:

- delete or anonymise personal information, or
- return data upon written request,

unless retention is required for legal, regulatory, or legitimate business purposes.

8. Limitation of Liability

Each party is responsible for its own compliance with privacy and data protection laws. Nothing in this DPA limits liability under the underlying Terms and Conditions or any applicable law.

9. Duration

This DPA remains in effect for as long as Billability processes personal information on behalf of the Customer.

10. Contact Information

For privacy or data-handling inquiries, contact:
info@billability.com.au