

Privacy Policy

Effective Date: 1/1/2026

1. Introduction

Cloudmate Pty Ltd (providing service as **AccountsInSync.com**) ("we," "us," or "our") respects your privacy and is committed to protecting the personal information we hold.

This Privacy Policy explains how we collect, use, disclose, and store your personal information when you use our website (www.accountsinsync.com) and our integration services that connect BlueFolder with Xero (collectively, the "Service").

By accessing or using our Service, you consent to the data practices described in this policy.

2. Information We Collect

We collect information reasonably necessary for us to provide our integration services. This includes:

A. Information You Provide Directly

- **Account Information:** When you sign up for a trial or subscription, we collect contact details such as your name, company name, email address and phone number.
- **Payment Information:** When you sign up for a subscription, we collect payment method information and billing address.
- **Support Data:** Any information you provide when contacting our customer support team for assistance.

B. Integration Data (Data Synced Between Platforms)

Our primary service involves transferring data between your **BlueFolder** account and your **Xero** account. To perform this function, we process the following types of data:

- **Authentication:** Security credentials to access your accounts with BlueFolder and Xero, including API Keys and OAuth Tokens.
- **Customer Data:** Names, addresses, and contact details of your clients.
- **Financial Data:** Invoices, billing details, tax rates, account codes, and inventory items.
- **Job/Ticket Data:** Details regarding work orders, job descriptions, service dates and staff/contractors.

Note: We act as a data processor for this information, moving it from one platform to another based on your instructions.

C. Automatically Collected Information

- **Usage Logs:** We may collect server logs including IP addresses, browser types, and timestamps to monitor the stability and security of our integration.
- **Cookies:** We use cookies to manage your login session and remember your preferences. You can control cookie settings through your browser.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide the Service:** To authenticate your connection to BlueFolder and Xero and to execute the synchronisation of data (e.g., creating invoices in Xero from BlueFolder tickets).
- **Billing and Administration:** To process subscription payments and manage your account.
- **Communication:** To send you technical notices, updates, security alerts, and support messages.
- **Improvement:** To analyse usage trends and improve the functionality of our integration.
- **Compliance:** To comply with legal obligations and resolve any disputes.

4. Disclosure of Your Information

We do not sell your personal information. We may disclose your information in the following circumstances:

- **Third-Party Platforms:** We transfer data to BlueFolder and Xero strictly as required to fulfill the integration functionality you have authorised.
- **Service Providers:** We may share data with trusted third-party vendors who assist us in operating our business (e.g., payment processors, cloud hosting providers, or email delivery services). These providers are bound by confidentiality agreements.
- **Legal Requirements:** We may disclose information if required to do so by law or in the good-faith belief that such action is necessary to comply with legal processes or protect the rights and safety of Cloudmate Pty Ltd, our users, or the public.
- **Business Transfers:** If we are involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

5. International Data Transfers

Cloudmate Pty Ltd is based in Australia. However, the third-party platforms you use (BlueFolder and Xero) and our cloud infrastructure providers may store data in other jurisdictions (such as the United States or New Zealand).

By using our Service, you acknowledge that your personal information may be transferred to, stored, and processed outside of Australia. We take reasonable steps to ensure that any

overseas recipients handle your personal information in a manner consistent with the Australian Privacy Principles.

6. Data Security

We take the security of your data seriously. We implement industry-standard security measures to protect your information, including:

- **Encryption:** Data is encrypted in transit using SSL/TLS protocols.
- **Access Control:** Access to our systems is restricted to authorised personnel only.
- **Tokenisation:** We do not store your Xero or BlueFolder passwords. We use API Keys and OAuth tokens to authenticate with these services.

Despite these measures, no method of transmission over the Internet is 100% secure. We cannot guarantee the absolute security of your data.

7. Data Retention

We retain your personal information only for as long as necessary to provide the Service and for legitimate business purposes (such as maintaining tax records or resolving disputes).

8. Your Rights (Access and Correction)

Under the Privacy Act, you have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request that we correct any information that is inaccurate, out of date, or incomplete.

To exercise these rights, please contact us at the details below. We may require you to verify your identity before processing your request.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the new policy on our website and updating the "Effective Date" at the top.

10. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

Email: support@accountsinsync.com

Address: PO Box, 2326 Caulfield Junction, VIC 3161, Australia

Cloudmate Pty Ltd ABN: 31 105 082 371