

JobReclaim

Privacy Policy

Last Updated: March 31, 2026

This Privacy Notice for JobReclaim (we, us, or our) describes how and why we might access, collect, store, use, and/or share (process) your personal information when you use our services, including when you:

- Visit our website at <http://jobreclaim.com> or any website of ours that links to this Privacy Notice.
- Use JobReclaim — AI Powered Missed Lead Recovery. JobReclaim is an AI powered missed lead recovery service for Australian trade businesses. We connect to client email inboxes and phone systems to automatically detect missed customer enquiries and follow up with potential customers on behalf of the business. We use artificial intelligence to analyse incoming emails, send automated follow up messages, log lead data, and send SMS notifications to business owners when a missed enquiry is detected.
- Engage with us in other related ways, including any marketing or events.

Questions or concerns? Reading this Privacy Notice will help you understand your privacy rights and choices. We are responsible for making decisions about how your personal information is processed. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at hello@jobreclaim.com.

Summary of Key Points

What personal information do we process? When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use.

Do we process any sensitive personal information? We do not process sensitive personal information.

Do we collect any information from third parties? We may collect information from client Gmail inboxes and their customers as part of delivering our missed lead recovery service. We also collect information from public databases and other outside sources.

How do we process your information? We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

In what situations and with which parties do we share personal information? We may share information in specific situations and with specific third parties including Anthropic Claude, Google Cloud Platform, Twilio, Make.com, and Stripe.

How do we keep your information safe? We have adequate organisational and technical processes and procedures in place to protect your personal information. However, no

electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure.

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information.

How do you exercise your rights? The easiest way to exercise your rights is by visiting <mailto:hello@jobreclaim.com> or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

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1. What Information Do We Collect?

Personal Information You Disclose to Us

In Short: We collect personal information that you provide to us.

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

Personal Information Provided by You. The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the

products and features you use. The personal information we collect may include the following:

- Names
- Phone numbers
- Email addresses

Sensitive Information. We do not process sensitive information.

Payment Data. We may collect data necessary to process your payment if you choose to make purchases, such as your payment instrument number and the security code associated with your payment instrument. All payment data is handled and stored by Stripe. You may find their privacy notice here: <https://stripe.com/en-au/privacy>

Google API

Our use of information received from Google APIs will adhere to Google API Services User Data Policy, including the Limited Use requirements.

Information Collected From Other Sources

In Short: We may collect limited data from client Gmail inboxes, public databases, marketing partners, and other outside sources.

In order to deliver our missed lead recovery service, we access client Gmail inboxes to identify missed customer enquiries. This includes sender names, email addresses, phone numbers, and message content. We may also obtain information from other sources such as public databases and joint marketing partners.

2. How Do We Process Your Information?

In Short: We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- To deliver and facilitate delivery of services to the user. We may process your information to provide you with the requested service.
- To respond to user inquiries and offer support to users. We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- To send administrative information to you. We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.
- To protect our Services. We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.
- To evaluate and improve our Services, products, marketing, and your experience. We may process your information when we believe it is necessary to identify usage trends and to evaluate and improve our Services.
- To comply with our legal obligations. We may process your information to comply with our legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.

3. When and With Whom Do We Share Your Personal Information?

In Short: We may share information in specific situations described in this section and with the following third parties.

Vendors, Consultants, and Other Third-Party Service Providers. We may share your data with third-party vendors, service providers, contractors, or agents who perform services for us or on our behalf and require access to such information to do that work.

The third parties we may share personal information with are as follows:

- AI Service Providers — Anthropic Claude
- Cloud Computing Services — Google Cloud Platform
- Communicate and Chat with Users — Twilio
- Functionality and Infrastructure Optimisation — Make.com
- Invoice and Billing — Stripe
- Email Service and Automation — Google Mail, Google Sheets, Google Calendar

We also may need to share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

4. Do We Offer Artificial Intelligence-Based Products?

In Short: We offer products, features, or tools powered by artificial intelligence, machine learning, or similar technologies.

As part of our Services, we offer products, features, or tools powered by artificial intelligence, machine learning, or similar technologies (collectively AI Products). These tools are designed to enhance your experience and provide you with innovative solutions.

Use of AI Technologies. We provide the AI Products through third-party service providers (AI Service Providers), including Anthropic Claude. Your input, output, and personal information will be shared with and processed by these AI Service Providers to enable your use of our AI Products. You must not use the AI Products in any way that violates the terms or policies of any AI Service Provider.

Our AI Products are designed for the following functions:

- AI automation
- Text analysis
- Natural language processing

How We Process Your Data Using AI. All personal information processed using our AI Products is handled in line with our Privacy Notice and our agreement with third parties. This ensures high security and safeguards your personal information throughout the process.

How to Opt Out. Users or clients who wish to opt out of the processing of personal information through JobReclaim's AI based service may do so at any time by contacting us at hello@jobreclaim.com. Upon receiving an opt out request we will immediately cease processing the relevant personal information and disable the associated automation within 24 hours. Clients may also cancel their JobReclaim subscription at any time with 30 days written notice as outlined in their service agreement. Upon cancellation all client data and associated customer data held by JobReclaim will be deleted within 30 days.

5. How Long Do We Keep Your Information?

In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this Privacy Notice unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than 1 year.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information, or, if this is not possible, then we will securely store your personal information and isolate it from any further processing until deletion is possible.

6. How Do We Keep Your Information Safe?

In Short: We aim to protect your personal information through a system of organisational and technical security measures.

We have implemented appropriate and reasonable technical and organisational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

JobReclaim protects user data through OAuth 2.0 authentication for all Google service connections, encrypted API communications for all third party integrations, secure credential storage within Make.com's encrypted platform, PCI DSS compliant payment processing through Stripe, and Google Workspace security protocols for all business email communications.

7. Do We Collect Information From Minors?

In Short: We do not knowingly collect data from or market to children under 18 years of age.

We do not knowingly collect, solicit data from, or market to children under 18 years of age, nor do we knowingly sell such personal information. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us at hello@jobreclaim.com.

8. What Are Your Privacy Rights?

In Short: You may review, change, or terminate your account at any time, depending on your country, province, or state of residence.

Withdrawing your consent: If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us using the contact details provided in the section HOW CAN YOU CONTACT US ABOUT THIS NOTICE below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you have questions or comments about your privacy rights, you may email us at hello@jobreclaim.com.

9. Controls for Do-Not-Track Features

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (DNT) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage, no uniform technology standard for recognising and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Notice.

10. Do Other Regions Have Specific Privacy Rights?

In Short: You may have additional rights based on the country you reside in.

Australia

We collect and process your personal information under the obligations and conditions set by Australia's Privacy Act 1988 (Privacy Act).

This Privacy Notice satisfies the notice requirements defined in the Privacy Act, in particular: what personal information we collect from you, from which sources, for which purposes, and other recipients of your personal information.

If you do not wish to provide the personal information necessary to fulfil their applicable purpose, it may affect our ability to provide our services, in particular:

- Offer you the products or services that you want.
- Respond to or help with your requests.

At any time, you have the right to request access to or correction of your personal information. You can make such a request by contacting us using the details provided in section 19 below.

If you believe we are unlawfully processing your personal information, you have the right to submit a complaint about a breach of the Australian Privacy Principles to the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

11. Service Processing Clause

We collect, use, and disclose personal information only to provide our missed lead recovery services. This may include automatically reviewing email content and call records to identify possible customer enquiries, logging potential leads, sending notifications to our clients, and sending follow-up communications to missed customers on our client's behalf.

12. Third-Party Service Providers Clause

We may use third-party service providers to help us operate our business and provide our services. These providers may include email, automation, AI analysis, SMS, cloud storage,

billing, and website hosting services. Personal information may be stored, processed, or transmitted by these providers on our behalf.

13. Client Authority and Consent Clause

Our services are provided to business clients only. By engaging our services, the client confirms that they have the authority and permission to provide us with access to any inboxes, phone systems, contact details, or other information needed for us to perform the services. The client is responsible for ensuring that their own customers and contacts are handled in a way that complies with applicable laws.

14. Data Retention Clause

We retain personal information only for as long as 12 months to provide our services, manage our business operations, comply with legal obligations, resolve disputes, and enforce our agreements. When personal information is no longer required, we will take reasonable steps to delete, de-identify, or securely store it in accordance with our obligations.

15. Security and Breach Clause

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, and disclosure. However, no method of electronic storage or transmission is completely secure. If we become aware of a data breach that is likely to cause serious harm, we will respond in accordance with applicable Australian privacy laws.

16. Cross-Border Disclosure Clause

Some of our third-party service providers may store or process personal information outside Australia. Where this occurs, we take reasonable steps to ensure that the information is handled in a manner consistent with applicable privacy obligations. By using our services, clients acknowledge that cross-border disclosure may occur.

17. Do We Make Updates to This Notice?

In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this Privacy Notice from time to time. The updated version will be indicated by an updated Revised date at the top of this Privacy Notice. If we make material changes to this Privacy Notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.

18. How Can You Contact Us About This Notice?

If you have questions or comments about this notice, you may email us at hello@jobreclaim.com or contact us by post at:

JobReclaim

Brighton East, Victoria 3187

Australia

19. How Can You Review, Update, or Delete the Data We Collect From You?

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To request to review, update, or delete your personal information, please visit: <mailto:hello@jobreclaim.com>

For any privacy related questions contact hello@jobreclaim.com

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Never Miss a Job Again