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# Tyro Accounting Terms and Conditions

## Privacy Notice (Tyro Accounting platform)

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Effective: 28 May 2026

*This notice applies across all Tyro Accounting services provided by Team Thrive Pty Ltd ACN: 637 676 496, a wholly owned but not guaranteed subsidiary of Tyro Payments Limited ACN 103 575 042 AFSL 471951 (**Tyro**) (collectively "Tyro Accounting", "we", "us" or "our") provide, including our online and mobile platforms and any other apps or services we may offer ('services'). When we say 'personal data' we mean identifiable information about you, like your name, email, address, telephone number, bank account details, payment information, support queries, community comments and so on. We may need to update this notice from time to time. Where a change is significant, we'll make sure we let you know – usually by sending you an email.*

### **How we collect your data**

When you visit our websites or use our services, we collect personal data. The ways we collect it can be broadly categorised as:

**Information you provide to us directly:** When you visit or use some parts of our website and/or services we might ask you to provide personal data to us. For example, we ask for your contact information when you sign up for a free trial, respond to an email offer, participate in community forums, join us on social media, take part in events, contact us with questions or request support. If you don't want to provide us with personal data, you don't have to, but it might mean you can't use some parts of our website or services.

**Information we collect automatically:** We collect some information about you automatically when you visit our websites or use our services, like your IP address and device type. We also collect information when you navigate through our websites and services, including what pages you looked at and what links you clicked on. This information is useful for us as it helps us get a better understanding of how you're using our websites and services so that we can continue to provide the best experience possible (for example, by personalising the content you see).

Some of this information is collected using cookies and similar tracking technologies. If you want to find out more about the types of cookies we use, why, and how you can control them, take a look at our cookie notice.

**Information we get from third parties:** The majority of information we collect, we collect directly from you. Sometimes we might collect personal data about you from other sources, such as publicly available materials or trusted third parties like our related bodies corporate and service providers. We use this information to supplement the personal data we already hold about you, in order to better inform, personalise and

improve our services, and to validate the personal data you provide. Where we collect personal data, we'll only process it:

- to perform a contract with you, or
- where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- in accordance with a legal obligation, or
- where we have your consent.

If we don't collect your personal data, we may be unable to provide you with all our services, and some functions and features on our websites may not be available to you.

### **How we use your data**

We use your personal data to operate our website and provide you with any services you've requested, and to manage our relationship with you. We also use your personal data for other purposes, which may include the following:

**To communicate with you:** This may include:

- providing you with information you've requested from us or information we are required to send to you
- operational communications, like changes to our websites and services, security updates, or assistance with using our websites and services
- marketing communications in accordance with your preferences
- asking you for feedback or to take part in any research we are conducting (which we may engage a third party to assist with).

We may contact you through a variety of channels, including but not limited to email, telephone, SMS and in-product communications.

**To provide support:** This may include assisting with the resolution of technical support issues or other issues relating to the websites or services, whether by email, in-app support or otherwise.

**To enhance our website and services:** For example, by tracking and monitoring your use of website and services so we can keep improving, or by carrying out technical analysis of our website and services so that we can optimise your user experience and provide you with more efficient tools.

**To ensure protection:** So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our website and services fairly and in accordance with our terms of use.

**To market to you:** In addition to sending you marketing communications, we may also use your personal data to display targeted advertising to you online – through our own website and services or through third party websites and their platforms.

**To analyse, aggregate and report:** We may use the personal data we collect about you and other users of our website and services (whether obtained directly or from third parties) to produce aggregated and anonymised analytics and reports, which we may share publicly or with third parties.

## **How we can share your data**

There will be times when we need to share your personal data with third parties, including our related bodies corporate. We will only disclose your personal data to:

- third party service providers who assist and enable us to use the personal data to, for example, support delivery of or provide functionality on the website or services, or to market or promote our goods and services to you.
- regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights.
- other people where we have your consent.

## **Sending information overseas**

When we share data, it may be transferred to, and processed in, countries other than Australia – such as to the United States of America, India, New Zealand, Ireland, the Netherlands, Singapore, China and Germany. Rest assured, where we disclose personal data to a third party in another country, we put safeguards in place to ensure your personal data remains protected.

## **Updating and correcting information**

It's important that we have your correct details, such as your current address and telephone number. Please ensure that your details with us are always current. You can also ask us to correct any information we hold if it is inaccurate. If we have passed that information on to third parties, then you can ask us to contact those other parties.

If your request for access and correction involves credit-related information provided to us by others (e.g. credit reporting bodies or other credit providers), we will need to contact them.

We'll try to have the information corrected within 30 days. If we can't meet that, we'll let you know the reason for the delay and try to agree a timeframe with you to extend the period.

We'll contact you when the process is complete.

What if we cannot agree that the information should be corrected?

If we do not agree with you that information should be corrected, we'll advise in writing with our reasons. You can ask us to include a statement with the relevant information, indicating your view that the information is inaccurate, misleading, incomplete, irrelevant or out-of-date. We will take reasonable steps to comply with such a request.

## **Making a privacy complaint**

*How do I complain about a privacy matter?*

To lodge a complaint, please contact us using the details set out at the end of this Privacy Notice. We will deal with the matter via our internal complaints processes.

*External review*

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Office of the Australian Information Commissioner at:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

Mail: Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001

### **Amending this Privacy Notice**

We may amend this Privacy Notice at any time. The new version will be published on our website.

### **How to contact us or find out more**

For all privacy-related queries, requests for access and correction, complaints, or any other requests, or to request a printed version of this Privacy Notice, use any of the methods set out below. You can also contact us to change your marketing preferences.

**Email:** [privacy@tyro.com](mailto:privacy@tyro.com)

Tyro Accounting is provided by:

**Team Thrive Pty Ltd**

**ABN 15 637 676 496**

**and**

**Team Thrive No 2 Pty Ltd**

**ABN 26 677 263 606 TAN 26262416**

**(both wholly owned but not guaranteed subsidiaries of  
Tyro Payments Limited ACN 103 575 042 AFSL 471951)**

**1300 00 TYRO (8976)**

**cs@tyro.com**