



Privacy Policy

TTM Labs PTY LTD • ABN: 66 662 501 055 • Last Updated: March 2026 •
Governing Law: Western Australia, Australia

1. INTRODUCTION AND COMMITMENT

TTM Labs PTY LTD (ABN 66 662 501 055) is committed to protecting the privacy of individuals in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)** contained in Schedule 1 of that Act.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use the TTM Labs platform (ttmlabs.ai). It also describes your rights and how to exercise them.

By using the Service, you consent to the collection and use of your information as described in this Policy. Questions? Contact us at info@ttmlabs.ai.

2. INFORMATION WE COLLECT

2.1 Information You Provide Directly

- **Account Information:** Name, email address, business name, ABN (if provided), and other registration details.
- **Payment Information:** Billing name and address. Payment card details are processed and stored exclusively by Stripe — never on TTM Labs systems.
- **Agent Configuration:** Task descriptions, preferences, business context, communication styles, and other configuration you provide to instruct your AI Agent.
- **Support Communications:** Emails, messages, or other communications you send to TTM Labs.

2.2 Information Collected Automatically

- **Agent Interaction Logs:** Timestamped records of all actions taken by your AI Agent — emails processed, research performed, content drafted, and other task execution.
- **Usage Data:** Login times, features accessed, dashboard interactions, and credit consumption.
- **Technical Data:** IP address, browser type and version, operating system, and session data.
- **Third-Party Integration Data:** When you connect third-party accounts (e.g., Gmail, Google Calendar, Telegram), data from those accounts is processed to fulfil your agent's tasks.

2.3 Sensitive Information

We do not intentionally collect sensitive information as defined by the Privacy Act 1988 (Cth). If your agent's tasks require processing such information, you are responsible for ensuring appropriate safeguards are in place.

3. HOW WE USE YOUR INFORMATION

- **Providing the Service:** Operating and delivering the AI Agent features you have subscribed to.
- **Account Management:** Managing your account, authenticating your identity, and processing payments.
- **Service Improvement:** Analysing usage patterns and agent performance using aggregated and/or de-identified data where possible.
- **Agent Optimisation:** Your interaction data may be used to improve agent performance specific to your account. We do not use your data to train general-purpose AI models accessible to other clients without your explicit consent.
- **Communications:** Service-related notices, security alerts, billing notifications, and product updates. Marketing communications are sent only with your consent.
- **Legal Compliance:** Complying with obligations under Australian law, including ATO record-keeping requirements.
- **Fraud Prevention:** Detecting, preventing, and responding to fraud, abuse, and security incidents.

- **Dispute Resolution:** Resolving disputes and enforcing our Terms of Service.

4. DISCLOSURE TO THIRD PARTIES

We do not sell, rent, or trade your personal information to any third party for marketing purposes.

4.1 Service Providers and Sub-Processors

PROVIDER	PURPOSE	COUNTRY
Stripe, Inc.	Payment processing. Card data governed by Stripe's Privacy Policy.	USA
Anthropic, PBC	AI model services powering agent capabilities.	USA
Google LLC	Where you connect Google services (Gmail, Calendar, etc.).	USA
Cloudflare, Inc.	Infrastructure, DDoS protection, content delivery.	USA
Supabase, Inc.	Database and authentication infrastructure.	USA
Hetzner Online GmbH	Cloud server infrastructure for AI Agent hosting.	Germany / Finland

4.2 Legal Requirements

We may disclose your information where required by law, court order, or regulatory authority, including the ATO, OAIC, or law enforcement agencies.

4.3 Business Transfers

In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the relevant successor entity, subject to equivalent privacy protections.

4.4 Overseas Disclosure

Some service providers are based outside Australia. By using the Service, you consent to your information being transferred to and processed in these countries (including the United States). We take reasonable steps to ensure overseas recipients handle your information consistently with the Australian Privacy Principles.

5. DATA RETENTION

DATA TYPE	RETENTION PERIOD	REASON
Agent Interaction Logs	90 days	Operational transparency; then permanently deleted or de-identified.
Account Information	Account duration + 12 months post-closure	Dispute resolution and service continuity.
Billing and Tax Records	7 years from transaction date	ATO compliance — Income Tax Assessment Act 1997 (Cth).
Support Communications	2 years from last communication	Service quality and dispute management.
Marketing Consent Records	Until consent withdrawn + reasonable period	Regulatory compliance evidence.

Upon expiry of the applicable retention period, personal information is securely deleted or permanently de-identified.

6. SECURITY

TTM Labs implements reasonable technical and organisational measures to protect your personal information, including:

- Encryption of data in transit using TLS/SSL
- Encryption of sensitive data at rest

- Access controls limiting employee access to personal information on a need-to-know basis
- Regular security monitoring and incident response procedures
- Use of secure, reputable third-party infrastructure providers

No system is entirely secure. In the event of a data breach likely to result in serious harm, we will notify you and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches (NDB) scheme under the Privacy Act 1988 (Cth).

7. YOUR RIGHTS UNDER THE AUSTRALIAN PRIVACY PRINCIPLES

RIGHT	APP REFERENCE	DESCRIPTION
Access	APP 12	Request access to the personal information we hold about you. We respond within 30 days. A reasonable fee may apply.
Correction	APP 13	Request correction of inaccurate, outdated, or misleading personal information. We respond within 30 days.
Deletion	General	Request deletion of your personal information where we are not legally required to retain it. Billing records are retained 7 years per ATO requirements.
Complaint	Privacy Act 1988	Lodge a complaint with the OAIC at www.oaic.gov.au or call 1300 363 992 if you are unsatisfied with our handling of your data.

To exercise any of these rights, contact us at info@ttmlabs.ai with the subject line "Privacy Request".

8. COOKIES AND TRACKING

The TTM Labs platform uses cookies and similar tracking technologies to maintain your login session, remember your preferences, analyse platform usage, and prevent fraud. You may configure your browser to refuse cookies, but some features may not function correctly without them. We do not use tracking technologies for cross-site behavioural advertising.

9. CHILDREN'S PRIVACY

The Service is not directed at individuals under the age of 18. We do not knowingly collect personal information from minors. If we become aware that we have collected personal information from a person under 18, we will delete that information promptly.

10. CONTACT AND PRIVACY COMPLAINTS

Privacy Officer — TTM Labs PTY LTD

ABN: 66 662 501 055

Email: info@ttmlabs.ai

Website: ttmlabs.ai

We will acknowledge your request within 5 business days and provide a substantive response within 30 days. If your complaint cannot be resolved through this process, you may escalate to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

11. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. When we make material changes, we will notify you by email and/or by posting a notice on the Service. Changes take effect 14 days after notification unless otherwise required by law. Continued use of the Service after the effective date constitutes your acceptance of the updated Policy.