



COMN Privacy Policy (Australia)

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Last updated: 30 January 2026

This Privacy Policy explains how **COMN** ("**COMN**", "**we**", "**us**", "**our**") collects, uses, stores and discloses personal information when you use our website, mobile app, and related services (together, the "**Services**").

We aim to handle personal information in line with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

If you do not agree with this Privacy Policy, please do not use the Services.

1) Who we are and how to contact us

Entity: COMN Pty Ltd (ABN: **96694405108**)

Support contact: support@findcomn.com

If you have questions, requests, or complaints about privacy, contact us using the details above.

2) What personal information we collect

We collect personal information that is reasonably necessary to provide and improve the Services. The exact information we collect depends on how you use COMN (e.g., as an attendee or host).

In simple terms, this includes information you give us when creating an account or using the platform, information about your events and bookings, and technical information about how you use our website or app.

2.1 Information you provide to us

This may include:

- **Account and identity details:** name, username, date of birth or age confirmation, profile photo, email address, phone number
- **Profile information:** location (e.g., suburb/city), preferences and interests, bio, links/social handles
- **Event and booking information:** events you create, host, join, RSVP to, attend, tickets purchased, waitlist status
- **Communications:** messages and emails you send to hosts/attendees, support requests, survey responses, feedback and other correspondence
- **Content you share:** posts, comments, images, or other content you upload (where the feature exists)
- **Verification and safety info (if enabled):** reports you submit, information you provide during dispute resolution or safety investigations

2.2 Payments and transactions

COMN uses third-party payment processors (e.g., **Stripe**) to process payments.

- We may receive **transaction confirmations** and limited payment-related details (e.g., payment status, last 4 digits, card brand, receipt info, refund status), but **we do not store full card numbers**.
- Stripe (and any other payment provider) handles payment information in accordance with its own privacy policy and security practices.

2.3 Information we collect automatically

When you use the Services, we may collect:

- **Device and technical data:** IP address, device type, operating system, browser type, app version, device identifiers
- **Usage data:** pages/screens viewed, clicks/taps, session times, referral URLs, feature usage, crash reports and performance diagnostics
- **Approximate location:** derived from IP address (e.g., city/suburb level), for analytics, security and basic functionality

- **Cookies / SDK data:** where we use cookies, pixels, or software development kits for analytics and advertising (see section 10)

2.4 Location permissions (if you enable them)

If the app requests device location permissions, and you grant them, we may collect:

- **Precise location (GPS)** while using the platform (or as otherwise disclosed to you at the time), for features like nearby event discovery.

You can switch off location permissions in your device settings.

2.5 Sensitive information

Under Australian privacy law, some information is “**sensitive information**” (e.g., health information). Depending on how COMN is used, certain information **may be sensitive**, for example:

- information that reveals health or wellbeing status,
- participation in wellbeing-related activities that could imply health details.

We will only collect or use sensitive information **with your consent** (or as otherwise permitted by law). Where possible, we design features to avoid collecting sensitive information unless it is genuinely needed.

2.6 Information from third parties

We may receive personal information from:

- **Payment providers** (e.g., Stripe) (transaction status, fraud signals)
- **Login providers** (e.g., Apple, Google, Facebook if enabled) (basic profile identifiers)
- **Analytics/advertising partners** (device and campaign identifiers)
- **Public sources** (limited info, e.g., social profiles) where relevant to your interaction with us

2.7 Government Identifiers

We do not collect or use government-related identifiers (such as Tax File Numbers, driver licence numbers, or passport numbers) unless required by law or necessary for identity verification. If collected, we will handle them in accordance with applicable privacy laws

3) Why we collect and use personal information

We collect and use personal information to:

- **Provide the Services** (create accounts, enable bookings, facilitate event hosting and attendance)
 - **Process payments** and manage refunds/chargebacks via payment providers
 - **Enable communication** between hosts and attendees (e.g., event updates, messages)
 - **Personalise and improve** your experience (recommend events, improve discovery)
 - **Provide customer support** and respond to enquiries
 - **Maintain safety, integrity, and security** (fraud prevention, abuse detection, enforcing our Terms)
 - **Analyse performance** (product analytics, troubleshooting, improving reliability)
 - **Marketing and promotions** (send updates, run campaigns, measure performance), subject to your choices and applicable law
 - **Comply with legal obligations** and respond to lawful requests
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4) How we collect personal information

We collect information:

- **Directly from you** when you sign up, create or join events, message others, pay for tickets, or contact support
- **Automatically** through your use of the Services (device/usage data, cookies/SDKs)

- **From third parties** as described in section 2.6

Where practical, you may have the option to interact with us anonymously or using a pseudonym. However, this may limit our ability to provide certain features (e.g., ticketing, payments, communications, safety controls).

5) Who we disclose personal information to

We may disclose personal information as follows.

5.1 Hosts and event organisers

COMN is a platform that connects **hosts** and **attendees**. When you join, book, or RSVP to an event, we may share certain information with the relevant host so they can run the event.

Information hosts may receive about attendees may include:

- name and/or username
- contact details (e.g., email) where needed to manage the event
- booking/RSVP status, ticket type, attendance status
- any optional information you provide via event questions/forms/waivers

Host obligations: Hosts are expected to use attendee information only to manage the relevant event(s) or communities and communications related to those events and communities, and to comply with applicable privacy laws and COMN's terms. Hosts act as independent controllers.

Host export/retention:

- Hosts may only export attendee lists where necessary for event delivery, and must not use exported data for unrelated marketing unless the attendee has expressly opted in.

5.2 Service providers (vendors)

We may share personal information with trusted service providers who help us operate the Services, such as:

- payment processing (e.g., Stripe)
- cloud hosting and storage
- analytics and performance monitoring
- customer support tools
- email/SMS and communications providers
- security and fraud prevention providers

We aim to use reasonable contractual and technical safeguards with vendors.

5.3 Legal, safety, and compliance

We may disclose information where necessary to:

- comply with law or court orders
- respond to lawful government or regulatory requests
- enforce our Terms, investigate fraud, security incidents, or misuse
- protect users, the public, or our rights and property

5.4 Business changes

If COMN is involved in a merger, acquisition, financing, restructuring, or sale of assets, personal information may be transferred as part of that transaction (subject to appropriate safeguards).

6) Overseas disclosure

Some of our service providers may store or process personal information **outside Australia** (commonly in the **United States** and other regions).

By using the Services, you acknowledge that your personal information may be disclosed overseas. We take reasonable steps to ensure overseas recipients handle personal information in a manner consistent with this Privacy Policy and applicable privacy laws, but overseas recipients may be subject to different laws.

7) Security of personal information

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Measures may include:

- access controls and least-privilege permissions
- encryption in transit (and where appropriate at rest)
- monitoring, logging, and security testing
- secure vendor selection and contractual protections

No method of transmission or storage is 100% secure. You are responsible for keeping your login details confidential and notifying us if you suspect unauthorised access.

8) Data retention

We retain personal information only for as long as needed for the purposes described in this Privacy Policy, unless a longer period is required or permitted by law.

Examples:

- **Account data:** retained while your account remains active, and for a reasonable period after deletion to handle disputes, safety, and compliance
- **Transaction records:** retained as required for accounting, audit, and tax/legal obligations
- **Support records:** retained to manage enquiries, improve support and for quality assurance

When personal information is no longer required, we take reasonable steps to delete or de-identify it, subject to technical and legal constraints (e.g., backups).

9) Access, correction, and account deletion

9.1 Access and correction

You may request access to the personal information we hold about you and request correction if it is inaccurate, out of date, incomplete, irrelevant, or

misleading.

We may need to verify your identity before processing requests.

9.2 Deleting your account

You can request deletion of your account and associated personal information by:

- using in-app account deletion controls (if available), or
- contacting us at hello@comngrnd.com.

We may retain certain information where required by law or where reasonably necessary for safety, fraud prevention, dispute resolution, and enforcement of our Terms.

10) Cookies, analytics, and advertising

We may use cookies, pixels, and similar technologies on our website and app, and we may use analytics/advertising tools to:

- understand how people use COMN,
- improve features and performance,
- measure marketing effectiveness,
- show relevant ads (where applicable).

You can usually manage cookies via your browser settings. For mobile apps, you can limit tracking permissions through your device settings (where supported).

11) Direct marketing

We may send you marketing communications (e.g., product updates, newsletters, promotions) where permitted by law.

- **Community follows:** If you follow a community, you may receive **in-platform notifications** and **marketing emails** related to that community (subject to your settings).
- **SMS marketing:** We will only send **SMS marketing** if you **opt in**.

You can opt out at any time by:

- using the “unsubscribe” link in emails, or
- STOP in SMS messages, or
- changing your notification/marketing preferences in the app (if available), or
- contacting us at support@findcomn.com .

Even if you opt out of marketing, we may still send important **service/transactional messages** (e.g., booking confirmations, safety notices, policy updates).

12) User-to-user communications and public content

If the Services allow posting, profiles, or messaging:

- Content you publish in public or community areas may be visible to other users and may be searchable or shared depending on the feature.
- If you message another user, the recipient will see the information you send.

You should avoid sharing sensitive personal information in public areas of the Services.

13) Children and age requirements

COMN is not intended for children.

Users must be **18+** to use the Services. We do not knowingly collect personal information from users who do not meet our age requirements. If you believe a child has provided personal information to us, contact support@findcomn.com and we will take reasonable steps to address it.

14) Links to third-party services

The Services may contain links to third-party websites or services (including hosts’ external pages). We are not responsible for third-party privacy practices. Please review their policies before providing information.

15) Complaints

If you have a complaint about how we handle personal information, contact us at support@findcomn.com with details of your concern.

We will:

- acknowledge receipt within a reasonable time, and
- investigate and respond as soon as practicable.

If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:

- Website: oaic.gov.au
 - Phone: 1300 363 992
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16) Updates to this Privacy Policy

We may update this Privacy Policy from time to time. We will post the updated version on our website/app and update the "Last updated" date above. If changes are material, we may provide additional notice (e.g., in-app notification or email).
