

Privacy Policy

Sage Link Accounts

Operator: Sage Link Computing

6th April 2026

This Privacy Policy explains how Sage Link Computing ("we", "us", or "our") collects, uses, stores, discloses, and protects personal information and related business data when you access or use Sage Link Accounts (the "App") and any related services, websites, integrations, and support channels. By using the App, you acknowledge that your information may be handled as described in this Privacy Policy.

1. Information We Collect

Depending on how you use the App, we may collect and process the following categories of information:

- Account information, including your email address and other information you provide when creating or managing an account.
- User input, including information you type or speak into the App for the purpose of creating invoice drafts, line items, workflow records, or related outputs.
- Business and invoice data, including invoice details, line items, item codes, descriptions, quantities, prices, account codes, and related records.
- Integration data, including Xero-related data and other third-party service data required to enable App features and connected workflows.
- Connection and authentication data, including tokens, API keys, passwords, and similar credentials required to connect and operate supported services.
- Technical and usage data reasonably required to operate, secure, maintain, and improve the App and related services.

2. How We Use Information

We may use collected information for the following purposes:

- to provide, operate, maintain, and improve the App;
- to authenticate users and manage account access;
- to connect with third-party services such as Xero and process requested integrations;
- to process speech-to-text input and convert spoken content into structured data;
- to generate AI-assisted invoice drafts, line items, and related workflow outputs;
- to match invoice details to Xero item codes or other configured business data;
- to support review, approval, email, and other workflow functions;
- to maintain system security, integrity, reliability, and fraud prevention measures; and
- to provide customer support and respond to service or account enquiries.

3. Storage and Security

We take reasonable steps to protect information against unauthorised access, loss, misuse, disclosure, or alteration.

- Email addresses are stored in plain text where required for account administration and service delivery.
- Sensitive connection data, including API keys, passwords, and similar credentials, is encrypted at rest. Based on the current implementation you provided, encryption is performed using AES-256-GCM with per-context key derivation from APP_ENCRYPTION_KEY and a caller-supplied context string using HMAC-SHA-256.
- No method of storage, transmission, or security control is completely secure, and we cannot guarantee absolute security.

4. AI, Speech, and Automated Processing

Spoken input, invoice data, and related information may be processed to support speech recognition, speech-to-text conversion, AI-assisted drafting, line item generation, data structuring, and workflow automation.

- These functions may involve automated processing and the use of third-party providers that support speech, AI, hosting, infrastructure, or communications services.

5. Third-Party Services and Integrations

The App may integrate with third-party providers, including Xero and other service providers used for hosting, infrastructure, email delivery, speech recognition, and AI processing.

- Where you enable or use a third-party integration, relevant data may be processed by that provider as needed to deliver its services.
- Third-party providers operate under their own terms, conditions, and privacy practices, and we recommend that users review those policies separately.

6. Data Sharing and Disclosure

We do not sell personal information.

- We may disclose information only where reasonably necessary to: (a) provide and operate the App; (b) support requested integrations and workflows; (c) engage service providers acting on our behalf; (d) comply with legal obligations, lawful requests, or regulatory requirements; or (e) protect our rights, systems, services, users, or the public from harm, misuse, or security threats.

7. Data Retention

We retain information only for as long as reasonably necessary to provide the App, maintain account access, support integrations, comply with legal obligations, resolve disputes, enforce contractual rights, and maintain appropriate business and security records.

- When information is no longer required, we will take reasonable steps to delete it or de-identify it where practical.

8. International Transfers

Your information may be stored or processed in jurisdictions other than your own, including where our systems or service providers are located.

- Where such transfers occur, you acknowledge that privacy protections in those jurisdictions may differ from those in your local jurisdiction.

9. Your Rights

Depending on your location and applicable law, you may have rights to request access to, correction of, deletion of, or a copy of your personal information, and to object to or restrict certain processing.

- Requests may be submitted through the support page at <https://accounts.sagelink.com.au/support>.

10. Children's Privacy

The App is not intended for children under 13 years of age, or any higher minimum age required by applicable law. We do not knowingly collect personal information from children.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any updated version will be posted with a revised effective date. Continued use of the App after an updated Privacy Policy is published may constitute acceptance of the revised policy, to the extent permitted by law.

12. Contact and Further Information

For support or privacy-related enquiries, please use the support page:
<https://accounts.sagelink.com.au/support>

- The current privacy page link is: <https://accounts.sagelink.com.au/privacy-policy>

Drafting note: *This draft is based on the wording and technical details you supplied and is intended for legal review before publication.*