



ARCHIVO LEGAL

Privacy policy

How Archivo collects, uses, shares and protects personal information
across private workspaces, galleries, purchases and support.

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VERSION 1.1

Privacy policy

This downloadable copy matches the policy published on archivoapp.com on the effective date shown. The online version should be checked for later updates.

1. Scope and our approach

This Privacy Policy applies to personal information handled by DNM Family Trust trading as Archivo Images (ABN 86 139 521 070) through archivoapp.com, Archivo accounts, private galleries, sales, team invitations and support. Archivo is designed as a private sports media workspace rather than a public image directory.

We seek to follow the Australian Privacy Principles where they apply and use the same principles as a practical baseline where they do not. This policy should be read with Archivo's Terms of Service.

2. Information we collect

- Account information, including name, email address, authentication identifiers and role.
- Workspace and business information, including display name, logo, team invitations, ABN, GST settings and membership details.
- Uploaded media and associated information, including photographs, filenames, event details, groups, tags, descriptions and storage metadata.
- Gallery and access information, including link tokens, access settings, selections and download records.
- Transaction information, including order identifiers, buyer email, items, prices, currency, tax, status and delivery records. Archivo does not receive full card or bank-account details.
- Technical information, including IP address, device and browser information, timestamps, security events, cookies and diagnostic logs.
- Communications, requests, complaints and other information you provide to us.

3. Photographs and information about other people

Sports photographs may be personal information when a person is identifiable and can include images of children. Workspace owners decide what they upload, how it is grouped and tagged, who receives private links and whether an image is offered for sale. They are responsible for providing appropriate notices and obtaining consent or another lawful basis where required.

If you believe an image of you or a child in your care has been uploaded or shared inappropriately, contact the workspace owner where known and notify Archivo at privacy@archivoapp.com. We may restrict access while a substantiated privacy or safety concern is reviewed.

4. How we collect information

We collect information directly when you register, upload, invite, configure, purchase or contact us; automatically when you use the Service; from a workspace owner who invites or identifies you; from a buyer or seller involved in an order; and from service providers such as authentication and payment processors.

5. Why we use information

- Provide accounts, storage, organisation, search, private sharing, downloads and sales.
- Authenticate users, enforce permissions and protect private originals.
- Process memberships, orders, taxes, platform fees, payouts and refunds.
- Send transactional messages such as invitations, confirmations and download links.
- Generate and improve workspace-specific tagging suggestions and processing workflows.
- Measure storage and feature allowances and diagnose reliability issues.
- Prevent abuse, investigate reports, enforce our terms and comply with legal obligations.
- Improve Archivio using aggregated, de-identified or appropriately authorised information.

6. AI-assisted tagging

When a workspace requests AI tagging, a protected preview and the active tag definitions may be sent to an AI processing provider to return suggested labels. Suggestions are stored with the image and can be reviewed or removed. Archivio does not use AI tags for facial recognition or decisions that significantly affect a person's rights or interests.

We configure providers and access controls to limit processing to the requested function. We do not authorise a provider to use private customer images to train a general-purpose public model unless we first provide clear notice and obtain any permission required.

7. Payments

Stripe processes membership payments, photo purchases, seller identity checks and payouts. Stripe may collect payment-card, bank-account, identity and fraud-prevention information directly under its own privacy terms. Archivio receives transaction status, identifiers, contact details and fee or payout information needed to operate the Service.

8. When we disclose information

- To workspace owners and authorised team members within their workspace.
- To recipients of a valid private or selling link, according to the owner's settings.
- Between buyers and sellers as needed to complete, support or refund an order.
- To providers supporting hosting, databases, object storage, authentication, payments, email, analytics, security and AI processing.
- To professional advisers, insurers, regulators, courts or law-enforcement bodies where authorised or required.
- In connection with a genuine financing, restructure, merger or sale, subject to confidentiality and applicable law.

We do not sell personal information or private sports photographs to data brokers or advertisers.

9. Overseas processing and storage

Archivo uses cloud providers that may store or process information in Australia, the United States and other regions in which they or their subprocessors operate. We may select an Australian storage region for primary image files where available, while account, payment, email, support, security or AI data may still be processed overseas.

Provider locations can change as the Service develops. Where applicable, we take reasonable steps through provider selection, contracts, access controls and technical safeguards to protect personal information disclosed overseas.

10. Cookies and service analytics

Archivo uses essential cookies and similar storage for authentication, workspace selection, carts, security and user preferences. We may use limited service analytics to understand performance and feature use. We do not permit third-party behavioural advertising within private galleries.

11. Security

We use measures designed to protect information, including authenticated access, role-based permissions, private object storage, short-lived signed original downloads, encrypted transport, provider access controls and logging. No online service is completely secure. Users must protect account credentials and private links and should report suspected misuse promptly.

12. Retention and deletion

We retain information for as long as needed to provide the Service, maintain security, resolve disputes and meet legal, tax, accounting and payment obligations. Workspace owners can remove content using available controls. Account and content deletion may not immediately remove copies from backups, provider retention systems, completed buyer records or records we must lawfully retain.

When information is no longer reasonably required, we take reasonable steps to delete or de-identify it, subject to technical and legal retention requirements.

13. Access, correction and choices

You can update certain account and workspace details within Archivo. You may request access to or correction of personal information we hold, or ask about deletion, by emailing privacy@archivoapp.com. We may need to verify identity and may decline or limit a request where permitted by law, including where access would unreasonably affect another person's privacy. If we refuse a request, we will explain the reason where required.

Transactional emails are necessary to operate accounts, invitations and purchases. Any optional marketing message will include a way to unsubscribe where required.

14. Children

Archivo is built for adults managing sports media and is not directed to children creating paid accounts. Because sports galleries can depict children, workspace owners must apply appropriate safeguarding, consent and distribution controls. We encourage the use of private links, careful recipient selection and prompt revocation when access is no longer needed.

15. Data incidents

We investigate suspected unauthorised access, loss or disclosure and take containment and remediation steps appropriate to the circumstances. Where notification is required, we will notify affected individuals and relevant regulators in accordance with applicable law.

16. Privacy enquiries and complaints

Submit privacy questions, access or correction requests and complaints to privacy@archivoapp.com. Include enough information for us to identify the issue without sending unnecessary sensitive information. We will acknowledge and investigate complaints within a reasonable period.

If you are not satisfied with our response and the Australian Privacy Act applies, you may contact the Office of the Australian Information Commissioner at oaic.gov.au.

17. Changes to this policy

We may update this policy as Archivo's features, providers and legal obligations change. The latest version will remain available free of charge on the website and as a downloadable PDF. We will provide additional notice where a change materially affects how existing personal information is handled.