

Picket.

PRIVACY POLICY

LAST UPDATED: AUGUST 1, 2026 · MELBOURNE, AUSTRALIA

At Picket, discretion isn't just part of our brand, it's part of how we handle your information. This policy explains what we collect, why we collect it, and how we protect it.

1. WHAT WE COLLECT

When you apply to Picket, we collect the information you provide directly, including:

- Your name, email, phone number, and suburb
- Occupation and professional details (such as your LinkedIn profile)
- Your bio, preferences, and what you're looking for in a match
- Photos you share with us
- Payment information, processed securely through Stripe
- Identity verification documents, processed securely through Stripe Identity

We also collect basic site usage data through analytics tools, such as which pages are visited, to help us understand how people use the site.

2. WHY WE COLLECT IT

We use your information to:

- Review your application and determine fit for membership
- Facilitate introductions between compatible members
- Verify your identity, so every member on Picket is who they say they are
- Process your membership payment
- Communicate with you about your application, membership, and introductions
- Improve our service over time

3. IDENTITY VERIFICATION

All members are required to verify their identity before joining Picket. This is handled directly through Stripe Identity, which processes your ID document and a selfie to confirm you are who you say you are. Picket does not store copies of your ID documents ourselves. If your application is not approved, or you choose not to complete verification,

this information is not retained by Picket beyond what is necessary to process the application.

4. WHO WE SHARE INFORMATION WITH

We do not sell your personal information, ever.

We share information only as needed to run Picket:

- **Stripe**, to process payments and identity verification
- **Airtable**, our internal member database, used to manage applications and the matching process
- **Zapier**, which connects our systems together behind the scenes
- **Google Workspace**, for email communication with you

These providers only receive the information necessary to perform their function, and are bound by their own privacy and security standards.

We do not share your personal information with other members beyond what is needed for an introduction. Bios and photos are only exchanged with a potential match once both sides have agreed to move forward, and even then, never all at once. See our Member Agreement for details on how the introduction process works.

5. MEMBERSHIP IS DISCREET

We will not disclose that you are a Picket member to anyone, for any reason, outside of the matching process itself. Your membership is your business.

6. DATA RETENTION AND DELETION

If your application is not approved, we retain your information only as long as needed to process the application, then remove it from our systems.

If you leave Picket, whether by choice or otherwise, we delete your personal information from our active systems within a reasonable timeframe, aside from records we are required to keep for legal, tax, or payment purposes.

If you would like your data deleted sooner, or want to know what we hold on you, just ask. Reach out to us at support@picketmelb.com and we will take care of it.

7. SECURITY

We take reasonable steps to protect your information, including relying on providers like Stripe, which meet strict industry security standards for handling payment and identity

data. No system is perfectly secure, but we treat your information with the same care we would want for our own.

8. COOKIES AND ANALYTICS

Our website uses basic analytics to understand how visitors use the site, such as which pages are viewed. This does not include personal information tied to your identity unless you have submitted it to us directly through an application or form.

9. YOUR RIGHTS

You can ask us at any time to:

- Tell you what personal information we hold about you
- Correct inaccurate information
- Delete your information, subject to the retention exceptions above

10. QUESTIONS

If anything here is unclear, reach out anytime. We're a small team and happy to talk it through. For privacy inquiries, data requests, or deletion requests:

support@picketmelb.com

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