

Picket.

MEMBER AGREEMENT & PRIVACY OVERVIEW

Picket is a small, human-led introduction service, and we want our members to know exactly what to expect from us, and from each other. This agreement outlines how we work, how we handle your privacy, and what we ask of every member in return.

By applying to Picket, you agree to the following.

1. ELIGIBILITY

You must be at least 18 years old to apply. All information you share with us during the application process should be truthful and accurate.

2. WHAT TO EXPECT

Every introduction at Picket is made by hand, by our team, based on judgment and care rather than an algorithm. Because of this, we aim to introduce members to people we believe may be a good fit, but we can't promise a specific number of introductions, a timeline, or any particular outcome. Good introductions take thought, and we'd rather take the time to do it well than rush to fill a quota.

3. APPLICATION AND APPROVAL

Submitting an application doesn't guarantee membership. Our team reviews every application personally, and we reserve the right to approve, decline, or end a membership at any time, at our discretion, including for reasons of safety, misrepresentation, or if we feel someone isn't a good fit for our community.

4. MEMBERSHIP FEE

Membership is a one-time fee of \$299 AUD, which grants you access to our curated member pool. This fee is non-refundable once paid.

The one exception: if we're unable to introduce you to a suitable match within a reasonable timeframe, we may, at our discretion, offer a refund. This isn't a guarantee, but something we consider on a case-by-case basis if the introduction process hasn't gone as it should.

Optional consulting or coaching add-ons are billed separately at approximately \$399 AUD per cycle, do not auto-renew, and require your active approval to continue.

5. IDENTITY VERIFICATION

To help keep our community safe, we ask every applicant to complete identity verification through Stripe, our payment and identity verification provider. This helps us confirm that everyone in our member pool is who they say they are.

6. YOUR PRIVACY, AND OURS

Discretion is at the heart of how we operate. Here's what that means in practice:

- We will not share your personal information outside of the introduction process.
- Anything you share with us stays with us and is used only to make thoughtful introductions.
- We will not disclose that you're a Picket member to anyone, except as needed to facilitate an introduction with another vetted member.
- Photos and identifying details are only shared with a potential match once both parties have mutually approved moving forward, and never before.
- If your application isn't approved, or if you choose to leave the member pool, we delete your data. We don't hold onto information for people who are no longer part of the process.
- We don't see or store your banking or identity verification details. Both payment and identity verification are handled directly by Stripe. Picket never accesses or stores that information ourselves.

We ask that our members extend the same discretion to one another: please don't share another member's personal information, photos, or Picket membership with anyone outside the process.

7. DECLINING AN INTRODUCTION

Either side of an introduction is always free to decline, for any reason, without penalty. Nothing at Picket is forced. Our goal is to make connections that genuinely work for both people, and that only happens when everyone involved is there because they want to be.

8. COMMUNITY EXPECTATIONS

Picket is a small, personal service, and we take the safety and comfort of our members seriously. The following will result in immediate removal from the member pool, without refund:

- Harassment, threats, or abusive behavior of any kind (verbal or otherwise) directed at another member
- Repeatedly not following through on planned dates without reasonable communication
- Harassment or abusive behavior directed at any member of the Picket team

We rely on our members to treat one another, and us, with basic respect. This is a small community built on trust, and we hold everyone in it to that standard.

8A. PROHIBITED CONDUCT

Picket has zero tolerance for human trafficking, including sexual exploitation, in any form. We prohibit any use of our service to facilitate, aid, abet, or encourage trafficking, exploitation, or abuse of any kind. Any member found to be engaging in, facilitating, or encouraging such conduct will be immediately and permanently removed from Picket, without refund, and reported to the appropriate authorities.

9. MEMBER SAFETY

While we take care in curating introductions, including identity verification, you are responsible for your own safety when meeting or communicating with anyone we introduce you to. We recommend the usual precautions: meet in public for a first date, and let a friend or family member know your plans. Picket isn't responsible for the conduct of any member, during or after an introduction.

9A. LAW ENFORCEMENT COOPERATION

Picket will cooperate with law enforcement investigations to the extent required by law. Law enforcement requests for member information should be submitted to **legal@picketmelb.com**.

Required information. To process a request, we require: the requesting officer's name and badge or credential number, the requesting agency's name, a case or reference number, and the specific account or member identifiers relevant to the request.

Accepted legal process. We require valid legal process appropriate to the information requested, including a subpoena, court order, or warrant, issued by a court or authority of competent jurisdiction. We do not disclose member information in response to informal requests absent such process, except as described below.

Emergency requests. Where a request involves imminent danger of death or serious physical harm to a person, we may disclose relevant information without legal process, in our sole discretion. Emergency requests should be clearly marked as such and sent to legal@picketmelb.com, along with a description of the nature of the emergency and the specific information requested.

If we become aware of illegal activity, including but not limited to trafficking, exploitation, or abuse, involving a Picket member, we will report it to the appropriate authorities and may disclose relevant account information as legally required.

10. CHANGES TO THIS AGREEMENT

We may update this agreement from time to time as Picket grows. We'll do our best to let active members know if anything meaningful changes.

11. QUESTIONS

If anything here is unclear, or you'd just like to talk it through, reach out anytime at hello@picketmelb.com. We're a small team and happy to answer questions personally.

Last updated September 2026 (revised).