

SCHEDULE B

ZENNEY PRIVACY POLICY

Last Updated: 11 July 2026

1. INTRODUCTION

Zenney Limited ("Zenney", "we", "our", or "us") respects your privacy and is committed to protecting personal information.

This Privacy Policy explains how we collect, use, disclose, store, and protect personal information when you access or use the Services.

By accessing or using the Services, you acknowledge that your personal information may be collected, used, disclosed, and stored as described in this Privacy Policy.

2. INFORMATION WE COLLECT

Zenney may collect and process the following categories of information:

Account Information

Information you provide when creating an account, subscribing to the Services, requesting support, or otherwise interacting with Zenney, including contact information, account information, business information, user preferences, and other information associated with your use of the Services.

Customer Data

Information uploaded, submitted, synchronised, connected, or otherwise made available through the Services, including information obtained through connected systems and integrations.

Usage Information

Information generated through use of the Services, including user interactions, queries, prompts, feature usage, dashboard activity, workflow activity, authentication records, access logs, and other information relating to how users access and interact with the Services.

Technical Information

Information relating to the devices, systems, networks, and technologies used to access the Services, including IP addresses, device identifiers, browser and application information, operating system information, network information, diagnostic information, performance data, and related technical metadata.

Integration Data

Information obtained from authorised third-party systems connected by Customer, including accounting systems, ERP systems, CRM systems, inventory systems, ecommerce platforms, payment platforms, databases, cloud storage services, and other connected applications.

3. HOW WE USE INFORMATION

Zenney may use information to:

- Provide, operate, and maintain the Services;
- Authenticate users and manage accounts;
- Process queries, requests, and transactions;
- Generate outputs, insights, reports, dashboards, and other functionality;
- Support AI, automation, analytics, and workflow capabilities;
- Manage integrations and connected systems;
- Maintain security, detect fraud, misuse, and unauthorised activity;
- Monitor performance, reliability, and system health;
- Provide customer support and respond to enquiries;
- Improve, develop, and enhance the Services;
- Conduct research, testing, and product improvement using aggregated and anonymised information;
- Comply with legal, regulatory, and contractual obligations;
- Protect the rights, property, and security of Zenney, its customers, users, and third parties.

4. AI PROCESSING

Certain features of the Services utilise artificial intelligence, machine learning, semantic modelling, large language models, automation technologies, and software agents.

Zenney may process Customer Data using these technologies solely for the purpose of providing, maintaining, securing, supporting, and improving the Services.

Certain Services may use autonomous or semi-autonomous software agents to analyse information, generate recommendations, automate workflows, perform approved actions, or assist users in interacting with connected systems.

5. CUSTOMER DATA OWNERSHIP

Customer retains ownership of Customer Data.

Zenney does not acquire ownership of Customer Data through Customer's use of the Services.

Zenney processes Customer Data solely as necessary to provide, secure, maintain, support, and improve the Services and fulfil its obligations to Customer.

6. AI TRAINING AND PRODUCT IMPROVEMENT

For clarity, nothing in these Terms restricts Zenney from developing, improving, or using generalised, reusable capabilities, methodologies, workflows, query structures, semantic models, schemas, skill templates, automation logic, or other learnings that do not contain, disclose, or expose identifiable Customer Data, Personal Information, or confidential business information of Customer.

Zenney may use aggregated, anonymised, and de-identified information derived from Customer Data to:

- Improve the Services;
- Develop new features;
- Enhance system performance;
- Conduct analytics; and
- Improve AI and automation functionality.

Such information will not identify, and cannot reasonably be used to identify, Customer, any individual, or any confidential business information of Customer.

7. INFORMATION SHARING

Zenney may disclose information to:

- Cloud hosting providers;
- Infrastructure providers;
- Payment providers;
- Analytics providers;
- Professional advisers;
- Regulatory authorities;

- Law enforcement agencies where required by law;
- Service providers engaged to support the Services.

Zenney requires service providers that process information on its behalf to maintain appropriate confidentiality, security, and privacy protections.

Zenney does not sell personal information.

8. DATA STORAGE LOCATION

Data is stored in either the United States, New Zealand or Australia. Or in a custom database specified by the Customer.

Customers choose where their data will be stored during the sign-up process.

Where information is transferred internationally, Zenney will take reasonable steps to ensure that appropriate safeguards, contractual protections, or other lawful transfer mechanisms are implemented to protect personal information.

9. SECURITY

Zenney maintains commercially reasonable administrative, technical, and organisational safeguards designed to protect information against unauthorised access, disclosure, alteration, loss, or destruction.

Security measures include:

- Encryption in transit;
- Encryption at rest where appropriate;
- Access controls;
- Role-based access controls;
- Authentication controls;
- Monitoring and logging;
- Security reviews and testing.

No method of transmission or storage is completely secure and Zenney cannot guarantee absolute security.

10. DATA RETENTION

Zenney retains information only for as long as reasonably necessary to:

- Provide the Services;
- Comply with legal obligations;
- Resolve disputes;
- Enforce agreements;
- Maintain security and business continuity.

Customer Data is retained during the term of the Services. Following termination of the Services, Customer may request export of Customer Data for up to thirty (30) days. After that period, Zenney may delete or irreversibly anonymise Customer Data.

Notwithstanding the foregoing, Zenney may retain Customer Data, backups, logs, records, and related information for longer where reasonably required for backup recovery, security, legal compliance, dispute resolution, enforcement of agreements, audit purposes, or as otherwise required by law.

11. COOKIES AND ANALYTICS

Zenney may use cookies, analytics technologies, and similar tools to:

- Authenticate users;
- Maintain sessions;
- Analyse usage;
- Improve performance;
- Enhance user experience.

Users may control cookies through browser settings, although some functionality may be affected.

12. YOUR PRIVACY RIGHTS

Subject to applicable law, individuals may have rights to:

- Access personal information;
- Request correction of personal information;
- Request deletion of personal information;
- Object to certain processing activities;
- Withdraw consent where processing relies on consent.

Requests may be submitted using the contact details below.

13. CHILDREN'S PRIVACY

The Services are intended for business use and are not directed to children.

Zenney does not knowingly collect personal information from children.

14. CHANGES TO THIS POLICY

Zenney may update this Privacy Policy from time to time.

Updated versions will be published on the Zenney website together with the revised effective date.

15. CONTACT US

Zenney Limited

Email: privacy@zenney.com

If you have questions, concerns, or privacy-related requests, please contact us using the details above.