

Questies Limited: Privacy Policy

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Company: Questies Limited · **NZ company number:** 9456767 · **NZBN:** 9429053949639

This policy explains what personal information Questies collects, why, who it is shared with, how long it is kept, and how you can see or correct it. It is written to meet the Privacy Act 2020 and its Information Privacy Principles (IPPs), including IPP 3A (added by the Privacy Amendment Act 2025), and the Privacy Commissioner’s guidance on artificial intelligence. It forms part of the agreement you accept at signup, alongside the [Terms & Conditions](#).

1. Who we are and how to contact us

Questies Limited (“Questies”, “we”) runs the Questies website and is the agency responsible for your personal information. Our Privacy Officer handles privacy questions, access and correction requests, and complaints:

- **Privacy Officer, Questies Limited**
- Email: questiesmail@gmail.com (please put “Privacy” in the subject line)
- Or message Customer Support from your dashboard.

2. What we collect from you

We collect only what we need to run the marketplace safely. Most of it you give us directly. The table shows what, and why.

Information	Examples	Why we need it
Account details	Name, email address, password (stored only as a secure hash by our login provider) or, if you sign up with Google, the Google sign-in in its place, account type, and any earlier names if you change your name	Create and secure your account; contact you about it. Earlier names are seen only by Questies administrators, so they can match an account to the ID it was verified with
Profile	The New Zealand region you pick (never a street address), profile photo, social links, company name, industry, NZBN, service category and description, starting price, work photos	Show others who they are dealing with; match work to people

Information	Examples	Why we need it
Identity verification	A photo ID document (a driver's licence, front and back; a passport; or a Kiwi Access Card) and a proof-of-address document, such as a utility bill, a bank or credit card statement, a letter from a government agency or a tenancy agreement, with the type of document you choose (and, if you choose "Other", your description of it); for employers, an employer guarantee. You can cover up account numbers, balances and similar details on a proof-of-address document, because we only need your name and address	Confirm you are a real person aged 18 or over before your account is activated
Insurance (optional)	Certificates you choose to upload, and the insurer, policy number, amount of cover and expiry date you enter; a digital fingerprint (SHA-256 hash) of each certificate file	Review the certificate and show an insurance badge; the fingerprint detects the same certificate being submitted by different accounts
Trade licences (optional)	A photo or scan of a trade licence you choose to upload (electrical worker, plumber, gasfitter, drainlayer or Licensed Building Practitioner), and the registration number, class and expiry date you enter	Check the licence on the official public register, show a licence badge, and help us decide whether a listing for licensed work can go live
Listings and work	Quests, freelance listings, job listings, requests, bookings, offers, schedules, completion codes, and photos attached to listings	Run the marketplace
Quest before/after photos	Photos taken with your device camera, and the time each was taken	Evidence that work was done, used to resolve disputes. Only the person who posted the quest, the quester doing it and Questies administrators can see them. Hidden photo details such as GPS location are removed on your device before upload
Job applications	A short statement, your CV, an optional cover letter, and your answers to the employer's screening questions	Deliver your application to the employer; AI answer matching (section 5)
Messages	Support chats; messages you send someone about their quest or freelance listing before anything is booked; chats between the parties to a quest, booking or inquiry; photos sent in those chats; and files attached to them	Let people arrange work; provide support

Information	Examples	Why we need it
Reviews, reports and blocks	Reviews you write; reports you file about a chat, listing, profile or review; the people you block	Keep the reputation and safety systems working; stop people you've blocked from contacting you
Disputes	What you and the other party write in a dispute about a job, and Questies' decision	Decide who the money held for the job goes to (Terms section 5)
How you found Questies	The answer you pick at sign-up to "Where did you hear about Questies?" (and what you write if you pick "Somewhere else"); if you arrived by a link with campaign tags, such as one in our ads or emails, those tags (for example "instagram" and the campaign name); and the name of the website you came from, if your browser shares it (just the site, such as instagram.com, not the page)	Learn which of our ads, emails and other channels bring people to Questies. Questies administrators see it only as totals, never as your own answer
Terms agreements	Which version of the Terms you agreed to and when (recorded by our database's clock)	Show what was agreed
Payments	Amounts, fees, GST, dates and Stripe reference numbers. Card and bank details are entered directly with Stripe and never reach Questies	Hold and release escrow, pay out earnings, bill job-listing plans, keep tax records
Saved searches, watchlist and notifications	Searches you save and whether you want alerts; listings you watch; notices we send you on the site	Show you new matching listings, and tell you when a listing you watch changes. Nobody else, including the listing's owner, can see who watches it
Job listing activity	A record that a listing was viewed, clicked or applied to, and by which account if you were logged in	Show employers aggregate view and click counts. Employers never see who viewed
Technical information	Error reports (the error, the page address without search terms, your browser type and, if you are logged in, your account ID, never your name or email); an anonymous random ID used to count how many people are online	Find and fix faults; show a live visitor count. Your IP address is used briefly to limit error-report floods and is not stored by Questies

What happens if you don't provide it. Your name, email, ID and proof of address are needed to open an account; without them we cannot verify you. Insurance, trade licences, profile photos, social links and cover letters are optional, although you must hold the licence for any licensed trade work you offer or do (Terms, section 8). A CV is required to apply for a job listing.

What we don't collect. We do not track your device's location, use advertising or analytics trackers, or collect biometric information. Identity documents are checked by a person, not by facial recognition or any other biometric system.

3. Information we get from other people (IPP 3A)

Some information about you comes from someone other than you. We tell you about it here, and where we can, at the time:

- **Other users:** reviews written about you, reports made about your conduct, a chat you are in or something you posted, messages sent to you, and what the other party writes in a dispute about a job you are part of. If someone complains that something you posted is harmful, we send you a copy of the complaint (without their name).
- **Employers (if you apply for a job):** the answer labels an employer sets for its screening questions, the AI indication for your answers (section 5), and the status the employer gives your application.
- **Insurers and brokers:** if you submit an insurance certificate, the insurer or broker named on it may confirm to us whether the policy is genuine and in force.
- **Google (if you choose “Continue with Google”):** the name and email address on your Google account, and that Google has confirmed the email address. We don’t receive your Google password, contacts or anything else in your Google account. Signing up with Google doesn’t replace the identity check: you upload your ID and proof of address in the same way. Google handles your Google sign-in under its own privacy policy.
- **Stripe:** whether your payout account is set up and able to receive payments, and the outcome of payments, including if a payer disputes a card payment with their bank.
- **Public registers:** if you submit a trade licence, what the official public register (Electrical Workers Registration Board, Plumbers, Gasfitters and Drainlayers Board, or the Licensed Building Practitioners register) shows for that registration number.
- **Questies administrators:** notes and decisions recorded when reviewing your ID, insurance, trade licences, reports, disputes or account status.

4. How we use your information

We use personal information to: verify identity and age (18+); run quests, freelance bookings, job listings and applications; hold, release and refund escrow payments and bill employers; resolve completion-code disputes and complaints; detect fraud, fee evasion and prohibited activity; review optional insurance certificates and trade licences; send you service messages (account, security, insurance and licence review outcomes and notifications about your own activity); keep financial and tax records; and meet our legal obligations.

We do not sell personal information, use it for advertising, or send marketing emails. If we ever want to send marketing, we will ask for your consent first, as the Unsolicited Electronic Messages Act 2007 requires.

5. Artificial intelligence

Questies uses AI in **two** places. The first is **answer matching for job applications**. An employer may describe the kinds of answer it is looking for (“answer labels”). When the employer opens its applicants, an AI model (Claude Haiku, provided by Anthropic) indicates whether each applicant’s written answers match, partly match or do not match those labels, with a short reason.

- **What the AI receives:** the job title, the screening questions, the applicant's written answers, and the employer's answer labels. **Never** the applicant's name, contact details, CV or cover letter.
- **Where it is processed:** by Anthropic in the United States. Anthropic handles it on Questies' behalf only to provide the matching. Under Anthropic's commercial terms it may not use this information to train its models, and it keeps it only for a limited period.
- **A person decides, not the AI.** The indication is advisory and may be wrong. It is shown only to the employer and Questies administrators. The employer makes every decision about an application and is told to read the applicant's own answers first. Questies never declines, ranks out or hides an application because of an AI indication.
- **Fairness:** employers must not use screening questions or labels to screen on any ground prohibited by the Human Rights Act 1993 (see the [Terms](#), section 7). We may remove questions or labels that do.
- **Your say:** applicants are told about the matching on the application form before applying. You can ask the Privacy Officer what information was used, ask for a correction, or raise a concern about the matching.

The second is **checking employers' screening questions and answer labels** before they are used, for questions about grounds the Human Rights Act 1993 protects (such as age, sex, family status or religion). The AI (the same Claude model, processed by Anthropic in the United States) receives only the job title and the employer's own questions and labels, never anything an applicant wrote. It can hold a question for a Questies administrator, who decides; it never rejects anything on its own.

Questies does not use AI or automated systems to verify identity, approve or suspend accounts, decide disputes, set prices or make any other decision about you. We will update this section before introducing any new AI feature that uses personal information.

6. Who we share information with

Other users see only what they need. Your public profile shows your name, account type, profile photo, social links, region, company, industry, services, starting price, work photos, verified, insurance and trade licence badges (a licence badge shows the type and class of licence), and reviews. Your email address, ID and address documents, payout details, insurance policy details, licence documents, registration numbers and expiry dates, and account status are never shown to other users. The other party to a quest, booking or inquiry, or the person whose post you message about, sees your messages with them and your name, never your email address, and what you write in a dispute about it; an employer sees an application only when you apply to its listing. Photos attached to listings are visible to anyone viewing the listing. Quest before/after photos are kept in private storage: only the person who posted the quest, the quester doing it and Questies administrators can open them, through links that expire after an hour, and other visitors to the quest never see them. Even so, photograph the work, not people, documents or house numbers. Locations on profiles and listings are a region chosen from a list; the street address for a quest is shared in the quest chat with the quester you pick, not on the listing.

Hidden photo details. Photos can carry hidden details, such as the GPS location where they were taken and the camera used. For profile, work, listing and quest before/after photos, and photos sent in

chats, your browser removes these before the photo is uploaded. We have also removed them from photos uploaded before this was introduced. Other files, such as identity, address, insurance and licence documents, CVs, cover letters and files attached to a support chat, are kept exactly as you uploaded them, because administrators need to see the originals.

Service providers. We use the following providers to run Questies. They handle personal information on our behalf to provide their service, not for their own purposes (Privacy Act section 11), and we remain responsible for it:

Provider	What it does	Where
Supabase	Database, login, file storage and server functions	Sydney, Australia
Cloudflare	Hosts the website and protects it from attacks, including the automatic bot check (Turnstile) on sign-up, log-in and password reset, which looks at technical signals from your browser and device	Global network
Stripe	Payments, escrow, payouts (Stripe Connect), subscription billing and GST calculation	United States and other countries
Anthropic	AI answer matching (section 5)	United States
Resend	Sends account emails, such as insurance and licence review outcomes	United States
Sentry	Records technical errors so we can fix them	United States
jsDelivr	Delivers standard website code libraries to your browser (it sees your IP address, as any website does)	Global network
Google Fonts	Delivers the website's fonts to your browser (it sees your IP address, as any website does)	United States and global network

Stripe also acts as a separate agency for payments and identity checks it performs under its own privacy policy. Questers and Freelancers give their payout and tax details, including their IRD number, to Stripe during payout setup; Questies does not store them, and they may be reported to Inland Revenue under New Zealand's digital platform reporting rules. Where information is stored or processed outside New Zealand, we choose providers bound by contract and by privacy laws that give comparable protection to New Zealand law.

Others. If you submit an insurance certificate, we may share the insured's name, policy number, amount of cover and expiry date with the insurer or broker named on it, solely to confirm the policy (IPP 11). We may also disclose information where the law requires or allows it, for example to the Police to prevent a serious threat, to Inland Revenue, or in response to a court order. If someone complains that something you posted infringes their copyright, we tell you about the complaint and may pass your reply, including your name and contact details, to the person who complained (see the [Terms](#), section 11).

7. Cookies and browser storage

Questies itself sets no cookies and uses no third-party analytics, advertising or cross-site tracking. The site stores these small items in your browser so it works:

Name	Stored in	Purpose
sb-...-auth-token	Local storage	Keeps you logged in (set by our login provider, Supabase)
questies_session_email	Local storage	Remembers which account is logged in on this browser
questies_terms_accepted	Local storage	Remembers which version of the Terms you agreed to on this device
questies-theme	Local storage	Your light or dark mode choice
questies_presence_id	Local storage	A random ID so two open tabs count as one visitor in the “online now” count. It is not linked to your name, email or account
questies-arrival	Local storage	Only if you arrived by a link with campaign tags or from another website: those tags and the website’s name, kept for 30 days. They are sent to Questies only if you sign up (section 2), and are never shared
questies-apply-draft	Session storage	Keeps a job application you are writing if you reload the page. Cleared when you submit or close the tab

On pages where you pay, Stripe sets its own cookies to prevent fraud. Cloudflare may set a strictly necessary security cookie to tell people apart from automated attacks. You can clear browser storage at any time; you will need to log in again.

8. How we protect your information

Information is encrypted in transit (HTTPS). Database access rules limit each account to its own records, and admin tools are limited to authorised Questies administrators. ID documents, proof of address, insurance certificates, trade licences, CVs, cover letters and chat attachments are kept in private storage that other users cannot open. Photos sent in a chat between members are kept in private storage too, open only to the two people in that chat (and to Questies administrators if the chat is reported). Quest before/after photos are in private storage too, open only to the two parties to the quest. Administrators can read a chat between users only after one of its participants reports it or opens a dispute about that job. Every change an administrator makes, every administrator sign-in, and every time an administrator opens an ID or address document, insurance certificate, trade licence, CV, cover letter, support chat or reported chat is recorded in an activity log that administrators cannot edit or delete, so that access to your information can be checked. Card and bank details are handled by Stripe and never stored by Questies. No system is perfectly secure, so please use a strong password that you do not use elsewhere.

9. Privacy breaches

If a privacy breach happens that has caused, or is likely to cause, serious harm to anyone, we will notify the Office of the Privacy Commissioner and the people affected as soon as practicable, as Part 6 of the Privacy Act 2020 requires, and tell you what steps you can take to protect yourself.

10. How long we keep information

- **Account and profile information** is kept while your account is open.
- **The administrator activity log** records which administrator acted on or opened your account or listing, when, and what changed. It names your account by email address or a listing by its title, and does not copy your documents. It is kept after your account closes, for as long as it is needed to investigate misuse of administrator access.
- **ID documents** are accessed only by authorised administrators and kept while your account is open, as needed to keep the platform safe and meet New Zealand law.
- **Insurance certificates** are stored privately and accessed only by authorised administrators. Other users see only which types of insurance are verified. Past submissions, including reasons given when a certificate was not approved, are kept with the account until it is closed.
- **Trade licences** are stored privately and accessed only by authorised administrators. Other users see only the type and class of each verified licence. Past submissions, including reasons given when a licence was not approved, are kept with the account until it is closed.
- **Job applications** (CVs, cover letters and screening answers) can be accessed only by the applicant, the employer who placed the listing and authorised administrators. The employer's answer labels and AI matching results are visible only to that employer and administrators, never to applicants or other users. Applications are kept until the applicant closes their account. If the employer's account is closed, its access ends.
- **Listings you take down.** A quest you delete is deleted with its details and photos, and any open requests for it are closed; the record of its payment and refund is kept as described below. A quest that comes off the board after its listing period (see the [Terms](#), section 6) is kept, visible only to you and Questies administrators, until you relist or delete it. A freelance listing you remove is deleted if nobody ever booked it. If someone did, it is taken off the board but kept, visible only to you, the people who booked it and Questies administrators, so that those bookings, their chats and reviews still work. A job listing you remove is taken off the board and kept, with its applications, for you and Questies administrators. Anything still kept is deleted when you close your account (section 11).
- **Messages between members.** A chat closes when its job is done: a quest or booking is completed, declined or cancelled, a quest goes to a quester, a post is taken down, or a conversation about a post has had no messages for 90 days. Its messages, and any photos sent in it, are deleted 30 days after it closes. A chat that was reported, or whose job has a dispute or a card dispute (chargeback), is kept instead, as the record of that report or dispute. Customer support chats are kept until you close your account.
- **Payment records** are kept for at least seven years, as New Zealand tax law requires, and are also held by Stripe. For employers this includes billing addresses, any GST or business number supplied at checkout, subscription status and invoice history.
- **Disputes** (what each side wrote and the decision) are kept with the payment record they concern, for at least seven years.
- **Reports** you file are kept after your account closes, without your email address (section 11). The people you block are removed from our records when you or they close an account.

- **Records of which Terms you agreed to** are kept after your account closes, linked only to an internal account number (not your name or email), for up to seven years, in case what was agreed needs to be shown.
- **Free job listing record.** Each time an employer uses one of its three free job listings, we record the email address and NZBN (if given) that used it. This is kept after the listing is removed and after the account closes, so no more than three free listings can be used (section 11).
- **How you found Questies** (your sign-up answer, campaign tags and referring website) is kept while your account is open and deleted when it closes.
- **Error reports** are kept by Sentry for up to 90 days.

11. Closing your account & deletion of your information

An account holder may close their account at any time from the Settings section of their dashboard. A written reason is required; that reason is held privately by Questies administrators, is never published on the platform, and is never disclosed to another user.

Closure is immediate, permanent, and cannot be reversed by Questies. There is no grace period and no recovery process. Before confirming, the account holder is shown, on that page, exactly what is deleted and exactly what is retained.

An account cannot be closed while money or work is outstanding. Where Questies holds funds in escrow for the account holder, or a quest or freelance booking involving them is accepted but not completed, closure is refused until that matter is completed, cancelled or refunded.

On closure the following are **deleted**: the profile and all information on it; identification and proof-of-address documents; insurance certificates and trade licences, and the details submitted with them; all quest, freelance and job listings posted by the account holder and the photographs attached to them, together with the screening questions, answer labels and AI matching results for those listings; job applications, including the CVs, cover letters and screening answers submitted with them; quest requests and booking requests; saved searches; the watchlist; notifications; customer support conversations and all messages sent; conversations about a post they were part of, unless one was reported; any location information recorded against them; reviews written *about* them; and the login itself.

The following are **retained**, in each case with the former account holder's name and email address removed so the record cannot be attributed to them:

- **Records of payments that were actually processed**, including the amount, the fee, any GST component and the date. Questies is required to keep records of its transactions under New Zealand tax and companies legislation, and these records are also held independently by Stripe.
- **Reviews the account holder wrote about other users**, so that closing an account cannot be used to remove feedback another user has earned.
- **Reports the account holder filed about another user's conduct or content**, so that a safety or moderation matter cannot be withdrawn by closing an account.
- **Disputes about jobs the account holder was part of**, which belong with the payment record, and **records of which version of the Terms they agreed to and when**, linked only to an internal account number.
- **Completed quests and bookings**, which form the other party's record of work they paid for or performed.

An employer's free job listings. If the account used any of its three free job listings (see the [Terms](#), section 7.1), the email address and any NZBN it used are kept, privately, only so that no more than three free listings can be claimed. They are not shown to anyone and are not used for anything else.

The registered email address is retained and permanently barred. Once an account has been closed, that email address cannot be used to create a further Questies account. This restriction applies whether the account was closed by its holder or terminated by Questies, and it is enforced by the platform at the point of registration. It is not used to contact the former account holder and is not disclosed to any other user. A person wishing to return to Questies must register with a different email address and complete identity verification again.

These retention measures are made under Principle 9 of the Privacy Act 2020 (personal information is not kept for longer than is required for the purposes for which it may lawfully be used) on the basis that each retained item serves a continuing lawful purpose: financial record-keeping, the integrity of the reputation system, the integrity of the safety and moderation process, and the enforcement of account closure.

12. Your rights: access, correction and complaints

- **Access (IPP 6):** you can ask for a copy of the personal information we hold about you.
- **Correction (IPP 7):** you can ask us to correct information you think is wrong. You can edit most profile details yourself. If we don't agree to a correction, you can ask us to attach a statement of the correction you wanted.
- Send requests to the Privacy Officer (section 1). We will respond as soon as we can and within 20 working days, and may need to confirm your identity first. Requests are free.
- **Complaints:** please tell the Privacy Officer first so we can put things right. If you are not satisfied, you can complain to the Office of the Privacy Commissioner at [privacy.org.nz](https://www.privacy.org.nz) or on 0800 803 909.

13. Age

Questies is only for people aged 18 and over. We do not knowingly collect information from anyone younger. If we find that we have, we will close the account and delete the information unless the law

requires us to keep it.

14. Changes to this policy

We will update this policy when what we collect or how we use it changes, and always before a new use of personal information (including any new AI feature) begins. The version date at the top shows the latest update. For material changes we will tell account holders on the site before the change takes effect.

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