

Privacy Policy

MidiStays Pty Ltd

Effective date: 01 May 2026

Version: 1.0

Website: www.midistays.com.au

This Privacy Policy explains how MidiStays Pty Ltd (ACN: 697 659 457) (ABN: 17 697 659 457) ("MidiStays", "we", "us", "our") collects, holds, uses and discloses your personal information. We are committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Summary: MidiStays runs a website that introduces property hosts to potential guests for mid-term stays. We collect only the personal information we need, we keep it secure, and we do not sell your information.

1. Who this policy applies to

This policy applies to:

- Visitors to www.midistays.com.au (the website);
- People who register an account, subscribe to mailing lists, or contact us;
- Hosts who list a property through MidiStays;
- Guests who use MidiStays to find a property;
- Anyone whose personal information we receive in the course of operating the platform.

2. The kinds of personal information we collect

The personal information we collect depends on how you interact with us. It may include:

- Identity and contact information: full name, date of birth, email address, telephone number, residential or postal address.
- Verification information: a copy or photograph of an identity document (for example a driver licence or passport), and the results of any email or phone verification we perform.
- Listing information (hosts only): property address, photographs, descriptions, availability, pricing, house rules, and proof of ownership or right to let.
- Booking enquiry information: travel dates, party size, purpose of stay, and any preferences you provide.
- Communications: messages sent through the platform, emails, support tickets, and notes from phone calls.

We do not collect sensitive information (such as health, religion, or political beliefs). Please do not provide sensitive information unless we ask for it.

3. How we collect personal information

We collect personal information directly from you when you:

- Register an account or list a property;
- Submit a booking enquiry or contact a host;
- Verify your identity or email address;
- Subscribe to our newsletter or fill in a form on our website;
- Send us an email, message us through the platform, or call us;
- Respond to a survey or leave a review.

We may also collect information from:

- Third-party identity verification or anti-fraud providers;
- Public sources, such as ASIC, public registers and social media profiles you have made public;
- Service providers who help us operate the platform (for example our hosting provider, email provider and analytics provider);
- Cookies and similar technologies on the website (see section 9).

4. Why we collect, hold, use and disclose personal information

We use personal information to:

- Operate the website and the MidiStays facilitation service;
- Verify your identity and confirm your email address;
- Introduce hosts and guests, and let parties communicate through the platform;
- Process and record facilitation fees;
- Respond to enquiries, complaints, and support requests;
- Improve our services, troubleshoot, and analyse usage;
- Send service messages (for example booking confirmations, security alerts, and changes to our terms);
- Send marketing communications where you have consented or where we are permitted to do so;
- Comply with our legal obligations, including taxation, anti-money-laundering and consumer law obligations;
- Detect, investigate and prevent fraud, misuse of the platform, or harm to other users.

5. Who we disclose personal information to

We may disclose personal information to:

- The other party to a potential booking — for example, your name, contact details and stay enquiry will be shared with the host you contact, or with the guest who contacts you;
- Our service providers, including hosting, email, payments, identity verification, customer support and analytics providers;

- Our professional advisers, including lawyers, accountants and insurers;
- Government agencies, courts and regulators where we are required or authorised by law;
- A purchaser or potential purchaser of all or part of our business, subject to confidentiality obligations.

We do not sell personal information. We do not use personal information for purposes unrelated to those described in this policy without your consent or where required by law.

6. Disclosure of personal information overseas

Some of our service providers store or process personal information outside Australia. This typically includes the United States and the European Union (for example for cloud hosting, email and analytics).

Before disclosing personal information overseas we take reasonable steps to ensure the recipient handles it consistently with the Australian Privacy Principles, including by using contractual protections.

7. How we hold and protect personal information

We hold personal information electronically with our service providers, and occasionally in hard copy. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure, including:

- Access controls, authentication and role-based permissions;
- Encryption in transit and (where supported) at rest;
- Secure backups and disaster recovery arrangements;
- Confidentiality obligations on our staff and service providers;
- Periodic review of our security practices.

When we no longer need personal information for any purpose for which it may be used or disclosed, and we are not required to keep it by law, we take reasonable steps to destroy or de-identify it.

8. Cookies, analytics and the website

www.midistays.com.au uses cookies and similar technologies to operate the site, remember your preferences, and measure how the site is used. You can disable cookies in your browser settings, although some parts of the site may not work as a result.

We may use third-party analytics tools (for example Google Analytics) which collect usage data through cookies. These tools are configured to anonymise IP addresses where the option is available.

9. Access to and correction of your personal information

You can ask us for access to the personal information we hold about you, and ask us to correct it if you believe it is inaccurate, out-of-date, incomplete, irrelevant or misleading. We will respond to a request within a reasonable period and free of charge, unless the request is unusually large or complex.

There are limited circumstances under the Privacy Act in which we can refuse a request. If we refuse, we will tell you in writing the reasons and how you can complain.

10. Complaints about privacy

If you believe we have breached the Australian Privacy Principles, please contact us using the details in section 13. We will acknowledge your complaint and aim to investigate and respond within 30 days.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or by phone on 1300 363 992.

11. Children

MidiStays is not intended for use by people under 18. We do not knowingly collect personal information from children under 18. If you become aware that a child has provided personal information to us, please contact us so we can remove it.

12. Contact us

You can contact our Privacy Officer about this policy or any privacy concern:

- Online: contact form at www.midistays.com.au
- Email: info@midistays.com.au

13. Changes to this policy

We may update this policy from time to time. The updated policy will be posted on the website with a new effective date. Material changes will be notified to registered users by email or through the platform.