



Privacy Policy

Last updated 6 Aug 2025

1. Scope

This policy explains how Creator Army collects, uses and protects personal information when you:

- visit the marketing site;
- create an account or use the Creator Army marketplace; or
- communicate with us.

2. What we collect

Category	Examples	Purpose
Account data	Name, email, password hash (via Clerk)	Account creation/authentication
Profile & Job data	Bio, portfolio links, Job briefs, messages	Matching, Brief building, marketplace operations
Payment data	Card/Billing info (handled by Stripe, not stored by us)	Process payments
Usage data	Log files, IP, device type (via Vercel, Posthog & Cloudflare)	Security, analytics
Recommendation data	Interaction history (processed by Recombee)	Personalised matching
Support data	Emails, chat transcripts	Customer support

We rely on service providers that may store or process data outside Australia, including Stripe, Recombee, MongoDB, Clerk, Vercel, OpenAI and Cloudflare.

3. How we use information

- Provide and maintain the platform;
- Provide an AI brief builder tool;
- Match Seekers and Creators;
- Process payments and prevent fraud;
- Improve services and develop new features;
- Send service-related communications or marketing with opt-out;
- Comply with legal obligations.



4. Legal bases (AU & international users)

We process data with your consent, to perform our contract with you, to comply with law or for our legitimate interests (e.g. platform security).

5. Sharing & disclosure

We share data only with:

- cloud and payment providers listed above;
- professional advisers (lawyers, accountants);
- authorities when legally required;
- another entity in the event of a merger or acquisition (with notice).

6. Cookies & tracking

We use essential cookies for site operation and optional analytics cookies. You can control cookies via your browser settings.

7. International transfers

Data may be stored on servers in multiple countries. We use contractual safeguards (e.g., Standard Contractual Clauses) where required.

8. Security

We follow industry best practices, including encryption and least-privilege access. No method is 100 % secure, so we can't guarantee absolute security.

9. Retention

We retain data while your account is active and as needed for legitimate business or legal purposes (e.g., tax, dispute resolution), then delete or anonymise it. We may need to retain basic data about you for legal or tax purposes for up to 7 years.

10. Your rights

Subject to law, you may request to access, correct or delete personal data, or object to processing. Email support@creatorarmy.com.

11. Children

The platform is not intended for anyone under 18; we do not knowingly collect data from minors.



12. Changes

We'll post any changes here and, if material, notify users 14 days in advance.

13. Contact

support@creatorarmy.com