

WAVE — PRIVACY POLICY

Last Updated: 08 June 2026

1. INTRODUCTION

Wave Art & Music Australia ("Wave", "we", "our", or "us") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store, and disclose information when you use the Wave website, mobile applications, and related services (collectively, the "Platform").

By using Wave, you agree to the collection and use of information in accordance with this Privacy Policy.

2. INFORMATION WE COLLECT

Account Information

When you create an account, we may collect:

- Name or display name
- Email address
- date of birth
- Username
- Password (stored securely in hashed form)
- Profile information you choose to provide
- Artist, venue, label, promoter, or organisation details

Content You Upload

We may collect content you choose to upload, including:

- Music
- Artwork
- Images
- Event listings
- Merchandise listings
- Comments
- Forum posts

- Messages sent through the Platform

Payment Information

Payments are processed by third-party payment providers including Stripe.

Wave does not store full credit card information.

We may receive limited payment-related information including:

- Payment status
- Transaction amount
- Payout information
- Billing country
- Stripe account identifiers

Technical Information

We may automatically collect:

- IP address
- Device type
- Browser information
- Operating system
- Session information
- Usage statistics
- Error logs
- Referral sources

Analytics Information

For the purposes of functioning of the service and recommendations based on your listening, viewing, search, playlist, and interaction history we may collect information about:

- Songs played
- Artwork viewed
- Search activity
- Playlist activity
- User engagement

- Interactions with artists and content

3. HOW WE USE YOUR INFORMATION

We use collected information to:

- Provide and operate the Platform
- Authenticate users
- Process payments and artist payouts
- Personalise recommendations
- Improve platform functionality
- Prevent fraud and abuse
- Moderate community content
- Respond to support requests
- Communicate important service updates
- Comply with legal obligations

4. ARTIST ROYALTIES AND PAYOUT DATA

For artists receiving royalties or payouts, we may collect additional information necessary to:

- Verify identity
- Process payments
- Calculate royalties
- Prevent fraudulent activity
- Meet legal and tax obligations

Artists are responsible for ensuring their payout and tax information remains accurate.

5. COMMUNITY FEATURES

Wave includes community features such as:

- Comments
- Artist profiles

- Public activity feeds
- Forums
- Event listings

Information you voluntarily publish through these features may be visible to other users and the public. Please consider carefully what information you choose to share.

6. COOKIES AND SIMILAR TECHNOLOGIES

Wave may use cookies and similar technologies to:

- Keep users logged in
- Remember preferences
- Improve security
- Analyse usage patterns
- Personalise content recommendations

Users may disable cookies through their browser settings, although some Platform features may not function correctly.

7. SHARING INFORMATION

We do not sell personal information.

We may share information with:

Service Providers

Including providers of hosting services, cloud infrastructure, analytics, payment processing, email delivery, and customer support.

Legal Requirements

We may disclose information if required by law, court order, government request, or regulatory authority.

8. DATA STORAGE AND SECURITY

We take reasonable technical and organisational measures to protect user information. These measures may include:

- Encryption
- Access controls
- Secure authentication systems

- Infrastructure monitoring
- Regular software updates

No online service can guarantee absolute security. Users acknowledge that information transmitted over the internet carries inherent risks.

9. DATA RETENTION

We retain personal information only as long as reasonably necessary to:

- Operate the Platform
- Provide services
- Resolve disputes
- Comply with legal obligations
- Maintain financial and royalty records

We may retain certain information after account closure where required by law or legitimate business purposes.

10. YOUR RIGHTS

Users have rights to:

- Access their personal information
- Correct inaccurate information
- Delete personal information
- Restrict certain processing activities
- Request a copy of their information
- Withdraw consent where applicable

Requests may be submitted through our support channels.

11. CHILDREN'S PRIVACY

Wave is intended only for users aged 18 years and older. We do not knowingly collect personal information from individuals under 18 years of age. Accounts found to belong to minors may be removed.

12. INTERNATIONAL SERVICE PROVIDERS

Information may be processed and stored in Australia, the United States, and other countries where our service providers operate. By using Wave, you consent to such transfers where permitted by law.

13. THIRD-PARTY SERVICES

Wave may link to or integrate with third-party services including:

- Stripe
- Social login providers
- Merchandise providers
- Embedded media services

These third parties operate under their own privacy policies and practices.

Wave is not responsible for third-party privacy practices.

14. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Material changes may be communicated through:

- Platform notifications
- Email notices
- Website announcements

Continued use of the Platform after changes take effect constitutes acceptance of the updated Privacy Policy.

15. CONTACT US

Questions regarding this Privacy Policy may be directed to:

Wave Support

Email: support@waveperth.au

Website: waveperth.au