

OFFICIAL
Privacy Policy iCare App



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Effective Date: May 17, 2024

1. Introduction

This Privacy Policy (“Policy”) sets out how iCare App (“we,” “our,” “us”) collects, uses, discloses, and protects your personal information. This Policy is drafted in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). By accessing or using our mobile application iCare App (the “App”), you consent to the practices described in this Policy.

2. Scope and Application

This Policy applies to all individuals who use the App, including but not limited to NDIS participants and service providers. It sets forth our obligations and your rights concerning the collection, use, disclosure, and safeguarding of your personal information.

3. Types of Information Collected

We may collect and hold various types of personal information, including but not limited to:

3.1 Personal Information:

Identity Data: Name, date of birth, gender, and profile picture.

Contact Data: Email address, telephone number, postal address.

NDIS Information: NDIS number, participant plan details, support needs.

Financial Data: Payment card details, billing address.

Transactional Data: Details of payments to and from you, and other details of services purchased or provided.

Technical Data: IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system, platform, and other technology on the devices used to access the App.

Profile Data: Username, password, purchases, orders, interests, preferences, feedback, and survey responses.

Usage Data: Information on how you use our App, products, and services.

Marketing and Communications Data: Preferences in receiving marketing from us and communication preferences.

3.2 Sensitive Information:

Health Information: Details regarding disabilities, health conditions, medical history, and support needs.

Other Sensitive Information: Racial or ethnic origin, political opinions, religious or philosophical beliefs, sexual orientation, criminal record, union membership (if voluntarily provided).

4. Methods of Collection

We collect information through various means, including:

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Direct Interactions: Information you provide directly by creating an account, filling out forms, or contacting us.

Automated Technologies: Information collected automatically through your interactions with the App, including Technical Data.

Third-Party Sources: Information obtained from third parties such as analytics providers, advertising networks, and publicly available sources.

5. Use of Information

We use your personal information for the following purposes:

To register you as a user and create your account.

To process and deliver orders, manage payments, fees, and charges.

To manage our relationship with you, including notifying you of changes to our terms or this Policy, and requesting your feedback.

To facilitate the provision of NDIS services and supports.

To enable communication and interaction between NDIS participants and service providers.

To administer and protect our business and the App, including troubleshooting, data analysis, testing, system maintenance, support, reporting, and hosting.

To deliver relevant content and advertisements, and to measure the effectiveness of advertising.

To use data analytics to improve our App, products/services, marketing, customer relationships, and user experience.

To make recommendations about goods or services that may interest you.

To comply with legal obligations and resolve disputes.

6. Disclosure of Information

We may disclose your personal information under the following circumstances:

Service Providers: To third-party service providers who assist us in delivering our services, such as payment processors, data analysts, email delivery services, hosting services, customer service, and marketing assistance.

NDIS Service Providers: To facilitate the provision of NDIS services and supports.

Business Transfers: In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business.

Affiliates: To our affiliates, provided they honour this Policy.

Legal Requirements: To comply with legal obligations or in response to valid legal requests from public authorities.

Third-Party Advertisers: To advertising partners to deliver targeted advertisements.



7. Data Security

We employ appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

Encryption: Encrypting data in transit and at rest.

Access Controls: Implementing strict access controls to personal information.

Security Assessments: Conducting regular security assessments and audits.

Despite our efforts, no security measure is entirely foolproof, and we cannot guarantee absolute security.

8. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes for which it was collected, including satisfying legal, accounting, or reporting requirements. Our retention periods are determined based on:

The nature and sensitivity of the information.

The potential risk of harm from unauthorized use or disclosure.

The purposes for processing and whether they can be achieved through other means.

Legal requirements.

9. Your Rights

Under the Australian Privacy Principles (APPs), you have the following rights:

Access: To request access to the personal information we hold about you.

Correction: To request correction of any inaccurate, incomplete, or outdated information.

Deletion: To request deletion of your personal information, subject to certain exceptions.

Objection: To object to the processing of your personal information.

Restriction: To request restriction of processing your personal information.

Portability: To request the transfer of your personal information to another service provider.

Withdraw Consent: To withdraw consent where we rely on it to process your information.

To exercise these rights, please contact us at:

Contact Information

Email:

info@icareapp.com.au

We will respond within a reasonable timeframe and in accordance with applicable laws.



10. Children's Privacy

Our App is not intended for use by children under 13. We do not knowingly collect personal information from children under 13. If we discover that we have inadvertently collected such information, we will promptly delete it.

11. International Data Transfers

Your personal information may be transferred to, and processed in, countries other than your country of residence. These countries may have data protection laws different from those of your country. We will take all necessary measures to ensure that your data is treated securely and in accordance with this Policy.

12. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to track the activity on our App and store certain information. Cookies are small data files which may include an anonymous unique identifier. You can instruct your browser to refuse cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, some portions of our App may not function properly.

13. Third-Party Links

Our App may contain links to external websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party sites or services.

14. Analytics

We may use third-party service providers to monitor and analyse the use of our App. These providers may use cookies and other tracking technologies to collect information about your use of the App and other websites and online services.

15. Marketing Communications

We may use your personal information to contact you with newsletters, marketing or promotional materials, and other information that may interest you. You can opt out of receiving these communications by following the unsubscribe link or instructions provided in any email we send.

16. Profiling and Automated Decision-Making

We may use automated decision-making, including profiling, to analyse your personal information and make predictions about your interests and preferences. This helps us to provide you with more relevant services and content. You have the right to object to profiling and automated decision-making and can do so by contacting us.



17. Community Features and User Content

Our App may offer publicly accessible community features such as forums, blogs, and social media pages. You should be aware that any personal information you voluntarily submit through these features can be read, collected, and used by others. We are not responsible for the personal information you choose to submit in these public areas.

18. Behavioural Advertising

We may partner with third parties to display advertising on our App and manage our advertising on other sites. Our third-party partners may use technologies such as cookies to gather information about your activities on the App and other sites in order to provide you with advertising based on your browsing activities and interests. If you wish to opt out of interest-based advertising, please visit the Network Advertising Initiative or Digital Advertising Alliance websites.

19. Social Media Widgets

Our App may include social media features, such as the Facebook Like button, and widgets such as the Share this button or interactive mini-programs that run on our App. These features may collect your IP address, which page you are visiting on our App, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our App. Your interactions with these features are governed by the privacy policy of the company providing it.

20. Compliance with Laws and Law Enforcement

We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We may disclose your personal information to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal processes (including but not limited to subpoenas), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop any activity we may consider to be, or to pose a risk of being, illegal, unethical, or legally actionable.

21. Changes to This Privacy Policy

We may update this Policy from time to time to reflect changes in our practices, technologies, legal requirements, and other factors. We will notify you of any changes by posting the new Policy on this page and updating the “Effective Date” at the top. We encourage you to review this Policy periodically for any updates or changes.

22. Contact Us

If you have any questions about this Privacy Policy, please contact us:

Email:

info@icareapp.com.au