

LETOGLOW

Privacy Policy

Effective 19 June 2026

LetoGlow ("LetoGlow", "we", "us" or "our") provides the LetoGlow mobile application (the "App"), a supportive companion for parents navigating the NICU and postpartum journey. LetoGlow is based in Australia.

This policy explains how we handle your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). It applies to your use of the App.

The App is operated by LetoGlow Pty Ltd (ACN 681 730 147, ABN 78 681 730 147). Registered office: Unit 2C, 17 Uriarra Rd, Queanbeyan NSW 2620, Australia. Contact: letoglow@gmail.com.

Information we collect

We only collect information you choose to enter into the App. This may include:

- Account details: your name and email address.
- Your baby's details: name, sex, date of birth, gestational age, birth weight, height, head circumference, hospital, cot/bed, NICU level and prematurity status.
- Tracking and journal data: feeding, sleep and nappy logs, reminders, health concerns, mood selections, and journal entries you write.
- Care contacts: specialist names, roles and phone numbers you add.

We do not collect payment details, location data, or device identifiers, and we do not track you across other apps or websites.

Sensitive information

Some of what you enter, particularly your baby's health and medical details, is "sensitive information" under the Privacy Act, which is given a higher level of protection.

We collect this information only with your consent and only to provide the tracking, milestone and journaling features you ask the App to perform. By entering this information, you consent to us handling it as described in this policy.

How your information is stored

Your information is stored locally on your own device using your device's secure app storage. It is not transmitted to, or stored on, LetoGlow servers, and we cannot see it.

Because the data lives on your device, its security also depends on the security of your device (for example your screen lock and device encryption). We encourage you to protect your device with a passcode or biometric lock.

If a future version of the App introduces cloud backup or account sync, we will update this policy and ask for your consent before any of your information leaves your device.

How we use your information

We use your information solely to provide the App's features to you, for example to show your baby's progress, calculate adjusted age, and display your logs and journal entries.

We do not sell, rent or trade your information. We do not use it for advertising, and we do not share it with third parties for their own purposes.

Disclosure

Because your information stays on your device, we do not disclose it to anyone. We would only ever be required to disclose information if compelled by law, but in practice we do not hold your information to disclose.

You remain in control of sharing: anything you choose to show or send to your care team, family or others is your decision.

Accessing, correcting and deleting your information

You can view and edit all of your information directly in the App at any time.

You can permanently delete all of your information by using "Delete profile" in the Profile screen, or by uninstalling the App. Deletion is immediate and cannot be undone.

Children's privacy

The App is intended to be used by parents and guardians who are at least 18 years old. While the App stores information about your baby, that information is entered and controlled by you as the parent or guardian. The App is not directed at, or intended for use by, children.

Data retention

Your information is retained on your device for as long as you keep it. It is removed when you delete your profile or uninstall the App.

Changes to this policy

We may update this policy from time to time. The current version, with its effective date, will always be available within the App. Material changes will be highlighted in the App.

Contact and complaints

If you have a question about your privacy or wish to make a complaint, contact us at letoglow@gmail.com and we will respond within a reasonable time.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.