

## **Weathering Well app Privacy Policy - 2021**

Menzies School of Health Research (ABN 70 413 542 847) (“Menzies”) is a charity registered with the Australian Charities and Not-for-profits Commission and is dedicated to improving the health and wellbeing of all Australians. Menzies built the Weathering Well app (SERVICE) to improve the reach and utilisation of digital mental health supports, particularly in rural/remote areas. The app is available free of charge, there is no Commercial model or intent. This SERVICE is provided by Menzies and is intended for use as is.

This page is used to inform website visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our SERVICE. There are two types of users of the service, REGISTERED SERVICE USERS and NON-REGISTERED SERVICE USERS.

If you choose to use our SERVICE as a USER, then you agree to the collection and use of information in relation to this policy. The Information that we collect is used only for providing, improving and evaluating the SERVICE. We will not use or share your information with anyone except as described in this Privacy Policy. We will not use or share information for advertising, marketing, or other purposes.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions. We include a link to this privacy policy in the App Store Connect metadata field. This link is easily accessible to users.

### **Information Collection and Use**

#### **REGISTERED SERVICE USERS**

Data is collected and used as described in this privacy policy. For a better experience, while using our SERVICE, we require you to provide some personally identifiable information: name, email address, username, and password. This personal information is collected within the app. It is used to create a local login account and to reset the password if needed. It is not exported from the app or used for any other purpose. This local account can be deleted by the user at any time from within the app. The SERVICE requests permission to access your camera. Permission is only required if you choose to use the functionality available to include a photo in the app. This is optional. This information is only stored locally on your device in the app.

## NONREGISTERED SERVICE USERS

For a better experience, while using our SERVICE, we request permission of non-registered users to collect personal data. If permission is granted the non-registered service user will have opportunity to input name, gender, year of birth, postcode, family relationships information, strengths worries and goals for change information, and to complete a brief wellbeing outcome measure. This non-registered service user data is retained within the app on the device. Entering this data is optional and can be deleted by the user.

Non-registered users can grant permission for their non-identifiable (anonymous) data (gender, year of birth, postcode, family relationships strengths, worries, goals for change and wellbeing outcome measures) to be exported from the app to a database for evaluation purposes. Permission can be withdrawn by unselecting the collect information option within the app. The information collected is stored in a secure database which is only accessible to the Menzies AIMhi app development team. The database provides the same or equal protection of user data as stated in this privacy policy.

We are using a service called Firebase by Google to store the data. All data is stored in Cloud Firestore ("australia-southeast1" region) which is a database service offered by Firebase. Firebase services encrypt data in transit using HTTPS. Data is also encrypted at rest. More information and a link to their privacy policy can be found here: <https://firebase.google.com/support/privacy>

A user can revoke consent within the app and/or request deletion of data through contacting the Menzies AIMhi app development team. Contact information is available in this privacy policy, on the Menzies website and on the App store information. All requests will be promptly addressed.

Consent for NON-REGISTERED USERS anonymous information to be collected is obtained for the purpose of providing, improving and evaluating the SERVICE. Ethics approval is granted from the Human Research Ethics Committee for the NT Department of Health and Menzies School of Health Research (approval number 2018-3280) for evaluation purposes.

The app does not use third party services that may collect information used to identify you.

## **Log Data**

We want to inform you that whenever you use our SERVICE, in a case of an error in the app we collect data and information (through third party products) called Log Data. This Log Data may include information such as your device Internet Protocol (“IP”) address, device name, operating system version, the configuration of the app when utilizing our SERVICE, the time and date of your use of the SERVICE, and other statistics.

## **Cookies**

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

This SERVICE does not use these “cookies” explicitly. However, the app may use third party code and libraries that use “cookies” to collect information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of this SERVICE.

## **Service Providers**

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our SERVICE;
- To provide the SERVICE on our behalf;
- To perform SERVICE-related services; or
- To assist us in analyzing how our SERVICE is used.

We want to inform users of this SERVICE that these third parties have access to REGISTERED USERS Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

## **Security**

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of

transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

### **Links to Other Sites**

This SERVICE may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

### **Children's Privacy**

This SERVICE does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

### **Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

### **Contact Information**

If you have any questions, suggestions or complaints about our Privacy Policy, do not hesitate to contact us as follows:

Legal Office

legal@menzies.edu.au

or

Legal Services

Menzies School of Health Research

PO Box 41096

Casuarina NT 0811, Australia

## **Terms & Conditions**

By downloading or using the Weathering Well app (the app), these terms will automatically apply to you – you should make sure therefore that you read them carefully before using the app. You are not allowed to copy, or modify the app, any part of the app, or our trademarks in any way. You are not allowed to attempt to extract the source code of the app, and you also should not try to translate the app into other languages, or make derivative versions. The app itself, and all the trade marks, copyright, database rights and other intellectual property rights related to it, still belong to Menzies School of Health Research.

Menzies School of Health Research is committed to ensuring that the app is as useful and efficient as possible. For that reason, we reserve the right to make changes to the app or to charge for its services, at any time and for any reason. We will never charge you for the app or its services without making it very clear to you exactly what you are paying for.

The app stores and processes personal data that you have provided to us, in order to provide our SERVICE. It's your responsibility to keep your device and access to the app secure. We therefore recommend that you do not remove software restrictions and limitations imposed by the official operating system of your device.

You should be aware that there are certain things that Menzies School of Health Research will not take responsibility for. Certain functions of the app will require the app to have an active internet connection. The connection can be Wi-Fi, or provided by your mobile network provider, but Menzies School of Health Research cannot take responsibility for the

app not working at full functionality if you don't have access to Wi-Fi, and you do not have any of your data allowance left.

If you are using the app outside of an area with Wi-Fi, you should remember that your terms of the agreement with your mobile network provider will still apply. As a result, you may be charged by your mobile provider for the cost of data for the duration of the connection while accessing the app, or other third party charges. In using the app, you are accepting responsibility for any such charges, including roaming data charges if you use the app outside of your home territory (i.e. region or country) without turning off data roaming. If you are not the bill payer for the device on which you're using the app, please be aware that we assume that you have received permission from the bill payer for using the app.

Menzies School of Health Research does not take responsibility for the way you use the app i.e. You need to make sure that your device stays charged – if it runs out of battery and you can't turn it on to use the SERVICE, Menzies School of Health Research cannot accept responsibility. With respect to Menzies School of Health Research's responsibility for your use of the app, when you are using the app, it's important to bear in mind that although we endeavour to ensure that it is updated and correct at all times, we do rely on third parties to provide information to us so that we can make it available to you. Menzies School of Health Research accepts no liability for any loss, direct or indirect, you experience as a result of relying wholly on this functionality of the app.

At some point, we may wish to update the app. The app is currently available on iOS only – the requirements for the system (and for any additional systems we decide to extend the availability of the app to) may change, and you'll need to download the updates if you want to keep using the app. Menzies School of Health Research does not promise that it will always update the app so that it is relevant to you and/or works with the iOS version that you have installed on your device. However, you promise to always accept updates to the application when offered to you. We may also wish to stop providing the app and may terminate use of it at any time without giving notice of termination to you. Unless we tell you otherwise, upon any termination, (a) the rights and licenses granted to you in these terms will end; (b) you must stop using the app, and (if needed) delete it from your device.

### **Changes to This Terms and Conditions**

We may update our Terms and Conditions from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting

the new Terms and Conditions on this page. These changes are effective immediately after they are posted on this page.

**Contact Information**

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Legal Office

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