

HooYooz - Privacy Statement

This Privacy Policy applies to HooYooz (**App**). This Policy explains how the App handles personal information and complies with the requirements of the *Australian Privacy Act 1988* (Cth) (**Privacy Act**).

This Privacy Policy explains how we (HoozYooz Pty Ltd, the owners of the App (**we, us, or our**)) may use information that we obtain about you (the person accessing, viewing, using or installing the App), through your use of the App. It also outlines how we may use or disclose that information, your right of access to that information and the procedures in place to safeguard your privacy.

Registration is required for you to use the App. By providing us with information about yourself through the App you consent to the collection, use, disclosure and transfer of that information.

Please do not provide us with your personal information if you do not want your personal information to be used as set out in this Policy.

1. Information collected

1.1. Through using the App, we may collect and hold personal information about you. The main types of information we collect and hold relates to:

- a) the contact details of new or potential users of the App when creating an account with the App (**General Users**); and
- b) contact details (**Cards**) of popular and reputable organisations that have been uploaded by a general user or by a business owner or salesperson (the **Information Owner**).

1.2. Typically the type of information collected includes (but is not limited to) unique username and password, full name, business name, business type, employment position, telephone number, email address, occupation, home address, business address, opening hours, photo identification and business logo.

1.3. We collect this type of information when you create either a:

- a) General user account;
- b) Static Card; or
- c) Live Card.

1.4. We may also collect this information when you:

- a) submit any emails or feedback forms via our App or any other website created or hosted by us from time to time on which this Policy appears. You have the option of using a pseudonym when providing feedback forms via our App.

- b) visit our App including (as we collect information relating to the volume of traffic received, logs (including the IP address of the device connecting to the App) and any content accessed).
- 1.5. Your personal information may be stored either in hard copy documents or as electronic data in our information technology systems.
 - 1.6. Where information is provided by you to us about someone else, you must ensure that you are entitled to disclose that information to us and are aware that we may use and disclose such information for the reasonably necessary purpose for which it was disclosed to us.
 - 1.7. The Application complies with the *Spam Act 2003* (Cth) which deals with restrictions on sending emails.

2. Cookies

- 2.1. If you are merely a visitor to our App, your personal information will not be collected, except to the limited extent of collection by the use of cookies. This is only used by our App, whilst you are using it. Cookies do not identify the individual; however they help to track traffic patterns across the App. Cookies may be disabled through the settings of your browser; however this may affect the performance of our App.
- 2.2. Through using cookies we collect information which tells us about visitors to our App such as: date, time, duration of visit, and the web pages that are most commonly accessed.
- 2.3. Our App may contain links to other organisations' websites. Linked websites are responsible for their own privacy practices and policies which may vary ours. We make no warranty, promotion, endorsement or representation regarding the use, collection or storage of your personal data by such third parties. We recommend reviewing the privacy policies of each third party linked to our App to determine how your personal data may be affected.

3. Use and disclosure of information

- 3.1. We will use and disclose your personal information for the primary purpose for which it was collected, that is, for the performance of the Apps function to promote and share popular and reputable service providers and organisations. This includes publishing and sharing information about service providers and organisations provided by you via Facebook.
- 3.2. For this reason, it is impracticable for users to use the App under a pseudonym or anonymously.
- 3.3. The other main purposes for which we collect, use and hold your information includes, but is not limited to, the following purposes:
 - a) to improve the App, including the compilation of anonymous statistics profiling the visitors to our App including date, time and duration of visit;

- b) marketing, advertising and publicity of the App and our services. This applies only in relation to information provided by Information Owners who generate a Live Card;
 - c) to fulfil our legal obligations, including where required by a court order or other legal or regulatory requirement; and
 - d) other legitimate business matters.
- 3.4. Personal information collected when a Static Card is created is only visible to the user who created the card and is not disclosed to the public until a Live Card matches the personal information contained in the Static Card.
- 3.5. General Users who are offered a Live Card by Information Owners are responsible for ensuring the contact details are the same as those in the Static Card.
- 3.6. Personal information collected when a Live Card is created is visible to General Users and can be shared and transferred among General Users. This information will be available to all users when searching for reputable services and organisations through the App.
- 3.7. Information Owners can elect to hide their email address, telephone number and mobile phone number on Live Cards.
- 3.8. If you do not provide us with information as requested, we may not be able to provide services to you or otherwise fulfil the purpose for which we have requested the information.
- 3.9. In circumstances where General Users provide information about other non-members, we will:
- a) disclose to that person that you have certain information, and determine if you could solicit that information from them (through email to them requesting that they join); and
 - b) where they do not consent or join/subscribe to the App within a reasonable time, we will destroy the information or ensure the information is de-identified.

4. Storage and handling of information

- 4.1. As previously disclosed, your personal information may be stored either in hard copy documents or as electronic data in our information technology systems.
- 4.2. Your information will not be provided to a third party. It may, however, be handled by and stored with a third party. Third parties will be permitted to obtain only the personal information they need to deliver the service. We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

- 4.3. If we collect, hold or use your information in ways other than as stated in this Policy, we will ensure we do so pursuant to the requirements of the Privacy Act.

5. Access to information

- 5.1. You have the right to access your personal information upon request, subject to exceptions allowed by law. If you would like to do so please let us know. You can gain access to most personal information that we hold about you by emailing support@hooyooz.com. We will require you to provide some identification so we can verify you against the information you have requested. We may also charge an administrative fee to cover the costs of access in some situations.
- 5.2. We will endeavour to deal with your request for access to personal information as quickly as possible. If we refuse to give you access, we will provide reasons for our refusal.

6. Correction of information

- 6.1. You have the right to correct the personal information held by us in the event of information that is inaccurate, out of date, incomplete, and irrelevant or misleading, subject to exceptions allowed by law. However, we are not responsible for information where it has been retained by users before corrections were made.
- 6.2. Please contact us using the details below if you wish to correct the information and we will take such steps as are reasonable in the circumstances to correct that information. We will also take such steps as are reasonable to notify third parties of the corrections.
- 6.3. If a request to correct information is made we will respond to the request within a reasonable period. If we refuse to correct the information we will give you written notice as to why we have refused your request and outline the mechanisms available to complain about the refusal.

7. Opt out of receiving marketing communications (Unsubscribe)

- 7.1. If you are receiving marketing communication from us and no longer wish to receive such communication please let us know by contacting our office. You can also email support@hooyooz.com and we will remove you from any further marketing communications list.

8. Security

- 8.1. We will endeavour to take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. This includes reasonable steps to destroy and de-identify information that is no longer required for the primary purpose it was supplied for, subject to statutory record keeping requirements.
- 8.2. We use a variety of physical and electronic security measures including data encryption to keep personal information secure.

- 8.3. Our employees are also required to respect the confidentiality of any personal information held by the App.

9. Complaints

- 9.1. If you have any complaints in relation to the handling or use of your personal information we ask that you please contact us. We will conduct an internal review of the information collected and respond within a reasonable timeframe. If your complaint is not satisfactorily dealt with you have the right to take your complaint to the Australian Privacy Commissioner.

10. Changes to this Privacy Policy

- 10.1. Where this Policy is changed or updated, we will provide an updated Policy on the App. Please note that it may take up to 30 business days for new privacy practices to be implemented. The amended Policy will apply between you and us whether or not we have given you specific notice of any change. Please regularly monitor this page for any amendments.

11. Contact Details

- 11.1. To contact us about how your personal information is handled, to update your personal information details, or for any concerns or complaints you may have on our approach to privacy please contact us by email at: support@hooyooz.com