

AbiBird Privacy Policy

The AbiBird Privacy Policy was last updated on 23 April, 2018.

AbiBird is a business owned and operated by ATF Services Pty Ltd ABN 54 060 402 048 at Unit B2, 22 Powers Road, Seven Hills, NSW 2147.

AbiBird may update its Privacy Policy from time to time. When we change the policy in a material way, a notice will be posted on our website along with the updated Privacy Policy.

The Service provided by AbiBird is designed to assist carers to look after an older person. Information that may be collected by AbiBird can relate to both the carer and the older person. This privacy policy relates to both the carer and older person and any other person who may use the Service.

Purpose of this privacy policy

Privacy is important to AbiBird and we strive to handle all personal information in an open and transparent way. The purpose of this policy is to ensure that AbiBird complies with the privacy provisions set out in the *Privacy Act 1998* (Cth) and the Australian Privacy Principles. This policy describes how we may collect, hold, use and disclose certain personal information, and how we deal with any inquiries or complaints you may have about our compliance with the Australian Privacy Principles.

What information we collect

We may collect information about you and the person who you care for. The type of information we collect includes:

- names;
- contact information, such as residential addresses, email addresses, and phone numbers;
- the address of where AbiBird devices may be installed;
- payment information, such as credit card number and billing address;
- demographic information, such as age and gender;
- motion events captured passively by AbiBird devices;
- information about activity on our websites; and
- information about activity on our mobile applications.

How we collect information

We collect personal information through a variety of different methods, including:

- directly from a person, including through direct discussions, telephone communications, and email communications;
- paper-based forms and electronic forms (including online forms);
- our websites; and

- our mobile applications.

How we hold personal information

We hold information in a range of paper-based and digital records.

Some of the information we hold may be stored on servers owned by third-parties and some of these servers may be located overseas. Personal information on these servers is only accessible by AbiBird and the operators of the servers have an obligation to keep the information confidential.

The purposes for which we collect, hold, use and disclose personal information

We may use information for a variety of purposes relating to our functions and activities, including:

- using personal information for the purpose of providing the Service;
- using personal information to verify identity;
- using personal information to send important notices, such as information about purchases and payments, changes to our terms and conditions, changes to our privacy policy, and other important information from time to time; and
- using personal for internal purposes such as auditing, data analysis, and research to improve AbiBird's products, services, and customer communications.

We may disclose information to third parties for limited purposes, including disclosing information:

- within the AbiBird family of companies;
- to third parties who provide services for us; and
- to regulatory authorities for the purpose of complying with the law.

Information is only disclosed to third parties to the extent determined by AbiBird to allow the provision and development of the services.

Disclosure of personal information overseas

We may disclose information to third-parties overseas for the sole purpose of providing the Service. Where information is to be disclosed, the third-party is obligated to keep the information confidential.

Requests to access or correct personal information

If you wish to access your personal information or request a correction of your personal information, please contact us at support@abibird.com.au or by phoning 1300 13 21 21 and let us know your request and contact details so that we can respond to you.

We will respond to your requests to access or correct your personal information and we will seek to respond promptly. When a request is received it is sent to AbiBird's Customer Care Team and reviewed. More information may be sought from you to allow us to properly respond to your request.

If you have requested a correction of personal information, we will check whether the information you have identified is inaccurate, out-of-date, incomplete, irrelevant or misleading, and we will correct the information accordingly.

If the information that you have contacted us about relates to a person that you are responsible for or the carer of, we may request information to confirm your relationship.

While we will always endeavour to respond to your requests, we reserve the right to refuse to provide or correct your personal information subject to the exceptions in the Australian Privacy Principles. If we refuse to provide or correct your personal information, we will give you a written notice that sets out the reasons for the refusal and how you can make a complaint about the refusal.

Complaints

If you would like to make a complaint about a possible breach of the Australian Privacy Principles, our response to a request to access or correct personal information, or any other matter, please contact us at support@abibird.com.au or by phoning 1300 13 21 21 and let us know your complaint and contact details so that we may provide you with a response.

We will respond to your complaints and we will seek to respond promptly. When a complaint is received it is sent to AbiBird's Customer Care Team and reviewed. More information may be sought from you to allow us to properly respond to your complaint. We will provide you with a response and seek to address the specific concerns which you have raised. If you are unsatisfied with the reply received, you may refer your complaint to the Office of the Australian Information Commissioner (<https://www.oaic.gov.au/>).

Contact details

You can contact us at:

Telephone	1300 13 21 21
Email	support@abibird.com.au
Postal Address	PO Box H366, Australia Square NSW 1215