



PRIVACY POLICY FOR MOBILE APPLICATION

AIMhi for Youth (AIMhi-Y)

Effective Date: 21/02/2023

This privacy policy (hereinafter "Privacy Policy") deals with the protection of your privacy while you use Our application, "AIMhi for Youth (AIMhi-Y)" which is hereinafter referred to as "the Service".

The SERVICE is owned and operated by Menzies School of Health Research (ABN 70 413 542 847) (i.e. "Menzies") and is intended for use as is. The Service is available free of charge, there is no Commercial model or intent.

We are committed to the protection of your privacy while you use the Service.

This privacy policy only applies to the Service. The Service may contain links to other websites or applications, but if that is the case, the Privacy Policy does not apply to any of those linked websites or applications.

We gather certain information from users of the Service, so this Privacy Policy explains what information we collect, how we use it and your rights in relation to it.

By continuing to use the SERVICE, then you acknowledge that you have had the chance to review and consider this Privacy Policy and you acknowledge and 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.

Information collection and use

Data is collected and used as described in this privacy policy.

- a. When you use the Service, we may collect information from you through automatic tracking systems (such as information about how you use the app).
- b. In addition, we may collect information that you volunteer to us (such as information that you provide during a sign-up process or at other times while using the Service).
- c. In order to access all of the features of the Service, you are required to create a profile. During the profile creation we collect some of your personal information in the following manner:
 - I. We will not collect information that identifies you personally, except when you specifically volunteer that information to us.
 - II. The information that we will collect from you during profile creation includes:
Name, gender, year of birth, Indigenous status, postcode, organization

- III. By undergoing the profile creation process, you consent to us collecting your personal information including the personal information described in this clause.
- d. In order to access some specific features of the Service, you are required to provide some personal information. During this process we will collect some of your personal information in the following manner:
 - I. Collection of information that you input into the app, such as family relationships, strengths, worries, goals for change, brief wellbeing outcome measures etc. However, we will not collect information that identifies you personally (like names or photos), except when you specifically volunteer that information to us. This data is retained within the app on the device and can be deleted by you by deleting the app.
 - II. When creating your profile, you can choose whether you give permission for your non-identifiable (anonymous) data (gender, year of birth, postcode, Indigenous status, family relationships, strengths, worries and goals for change and wellbeing outcome measures or 'check ins') to be exported from the app to a database for the purpose of providing, improving and evaluating the service. The information is stored in a secure database which is only accessible to the Menzies development team. The data base 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 about this can be found here: <https://firebase.google.com/support/privacy>
 - III. If you choose not to give permission for your non-identifiable (anonymous) data some minimum data will be collected to monitor the service and allow upgrades. This data is limited to: whether you identify as a young person or service provider, service helping you to use the app, number of app opens and overall time spent using the app and app feedback and ratings.
- e. From time to time we may request information from you to assist us in improving our Service, content or materials. For example, we may ask you to answer some questions about your experience of the Service.

Log Data

- a. 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, crash information and statistical screen navigation.

Service Providers

- a. We may employ third-party companies and individuals due to the following reasons:
 - I. To facilitate our SERVICE;
 - II. To provide the SERVICE on our behalf;
 - III. To perform SERVICE-related services; or
 - IV. 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 your non-identifiable 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

- a. We value your trust in providing us your Personal Information, thus we take the protection and storage of your personal information very seriously and are striving to use commercially acceptable means of protecting it. But please note that no method of transmission over the internet, or the electronic storage of data is 100% secure and reliable, and we cannot guarantee its absolute security.

Links to Other Sites

- a. 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.

Vulnerable Users

- a. We may collect information from specific categories of users who may be particularly vulnerable, including children and people with a mental illness
- b. Information collected from vulnerable users in accordance with this clause is collected for the purpose of:
 - i. Information about age gender personal preferences and usage habits is collected from users to enable us to evaluate and improve the Service and respond to user requirements.
- c. Information collected from vulnerable users in accordance with this clause is collected, used and if applicable, disclosed in the following circumstances and in accordance with the following procedure:
 - i. Year of birth, gender, postcode, Indigenous status and organisation are collected when users create their profile and provide permission for the collection of their non-identifiable information. This information is used only by our product development team but may be shared with the third parties which we hire in relation to product development. If this occurs, no personally identifiable information will be shared with those third parties.

Accessing Updating and Correcting Your Personal Information

A user can turn off collection of information within the app at any time and/or request deletion of previously collected information through contacting the Menzies AIMhi-Y app development team, however our ability to action this request depends on our ability to correctly identify your data. Contact information is available in this privacy policy, on the Menzies website and on the App store information. All requests will be promptly addressed.

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 AND CONDITIONS FOR MOBILE APPLICATION

AIMhi for Youth (AIMhi-Y)

Effective Date: 21/02/2023

By downloading or using the AIMhi for Youth 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 trademarks, 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 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 software 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

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

Legal Services
Menzies School of Health Research
PO Box 41096
Casuarina NT 0811, Australia

If you have feedback or questions about the app itself, please contact us at:

AIMhi Stay Strong Team

info.aimhi@menzies.edu.au

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PO Box 41096
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