

## **Mobile Application Privacy Policy** updated 17/11/2015

This privacy policy governs your use of V interact software Application ("Application") on a mobile device that was created by Verto Group on behalf of this organisation ("Client"). The Application includes features to help you stay connected with the Client.

Verto Group provide the Application to the Client under a license agreement, the Client has responsibility for collecting and managing the information obtained for "User Provided" or "Automatically Collected" information.

### **What information does the Application obtain and how is it used?**

User Provided Information – The Application obtains the information you provide when you download and register the Application. Registration is optional. This applies to any testimonial, enquiry forms, user groups or subscribe forms you submit. However, please keep in mind that you may not be able to use some of the features offered by the Application unless you register.

### **When you register and use the Application, you generally provide (User Provided):**

- A. your name, phone number and email address when you make an enquiry; and
- B. your name, email address, phone number and prayer request information when you submit a testimonial; and
- C. your first and last name, email address and an invite code when accepting access to User Groups after receiving an invite from this Client; or
- D. your first and last name, email address, country and state, enquiry type when subscribing.
- E. your first and last name and email address when completing the payment form (if available) when making a payment to the Client. **Please note that credit card details are not processed by this Application or by the Client in any way, please see Payment Security below.**

The Client may use the information you provided them with to contact you from time to time to provide you with important information, news and required notices.

### **Automatically Collected Information (Automatically Collected)**

The Application may collect certain information automatically, such as the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application. See 'Automatic Data Collection' section for examples.

### **Does the Application collect precise real time location information of the device?**

If you have enabled Location Services, this Application will only collect precise information about the location of your mobile device to be able to calculate distances from your current position to the Clients nearest branch or location.

To disable location services:

- IOS devices go to Settings > Privacy > Location Services
- Android Devices go to Settings > Location

### **Do third parties see and/or have access to information obtained by the Application?**

Verto Group may share your information with third parties to provide essential services for this Application or for business processes. We may share your details as necessary for the third party to provide that service.

Verto Group may disclose User Provided and Automatically Collected Information:

- as required by law, such as to comply with a subpoena, or similar legal process;
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- with our trusted services providers who work on our behalf, but do not have an independent use of the information we disclose to them.
- to third party analytics companies as described below under the Section entitled Automatic Data Collection and Advertising.

### **Automatic Data Collection and Advertising**

Verto Group may work with analytics companies to help us understand how the Application is being used, such as the frequency and duration of usage and what content is accessed the most.

To protect the anonymity of this information, these third parties cannot identify you personally.

### **What are my opt-out rights?**

There are multiple opt-out options for users of this Application:

- A. Opt-out of all information collection by uninstalling the Application – You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile Application marketplace or network.
- B. You may opt out of User Groups if you have previously accepted by deregistering your device from the user groups section in the app or if you are unsure how to do this, please contact the Client and request they remove you from the system.

### **Data Retention Policy, Managing Your Information**

The Client will retain User Provided data for as long as you use the Application and for a reasonable time thereafter. If you'd like the Client to delete User Provided Data that you have provided via the Application, please contact them directly.

Please note that some or all of the User Provided Data may be required in order for the Application to function properly, and we may be required to retain certain information by law.

### **Children**

The Application is not used to knowingly solicit data from or market to children under the age of 13. If a parent or guardian becomes aware that his or her child has provided the Client with information without their consent, he or she should contact the Client directly.

### **Payment Security**

If payments are activated and accessible within this Application, the Client uses the eWAY Payment Gateway for its online credit card transactions.

eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed within this Application using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.

- Your complete credit card number cannot be viewed by this Application, the Client or any outside party.
- All transactions are performed by eWAY under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by the Client.

For more information about eWAY and online credit card payments, please visit [www.eWAY.com.au](http://www.eWAY.com.au)

When making a payment to the Client within this Application, you are bound to the terms and conditions as provided by the Client and accepted by you. To view these terms and conditions at any time, select "View Terms & Conditions" on the payment form.

### **Information Security**

Verto Group are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards within the Application software to protect information that is processed, managed and stored by the Client. For example, access to this information is limited to authorized employees and contractors who need to know that information in order to operate, develop or improve our Application. Please be aware that, although we endeavour to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

The Client is responsible for ensuring access to the stored information is to trusted and authorised persons for the sole purpose of delivering the service of the Application to you.

### **Changes**

This Privacy Policy may be updated from time to time for any reason. Verto Group will notify you of any changes to our Privacy Policy by posting the new Privacy Policy here. You are advised to consult this Privacy Policy regularly for any changes.

### **Your Consent**

By using the Services, you are consenting to our processing of User Provided and Automatically Collected information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in Australia. If you reside outside the Australia your information will be transferred to Australia, and processed and stored there under Australian privacy standards.

By using the Application and providing information to us, you consent to such transfer to, and processing in, Australia.

### **Contacting us**

If you have any questions regarding privacy while using the Application, or have questions about these practices, please contact the Client directly.

If you have any additional questions about this Privacy Policy, the practices or dealings with this Application, please contact us at:

V interact

c/o Verto Group

PO Box 99

Kent Town, South Australia 5071

[admin@vinteract.com.au](mailto:admin@vinteract.com.au)