

WEB & MOBILE APP PRIVACY POLICY

A-m8@UniSupport App

Last updated on September 29, 2021

A-m8@UniSupport Limited (“we” or “us” or “our”) respects the privacy of our users (“user” or “you”). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our A-m8@UniSupport application. In this notice, ‘Application’ or ‘App’ means both ‘**Web**’ and ‘**Mobile**’ applications. Please read this Privacy Policy carefully. IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY, PLEASE DO NOT ACCESS THE APPLICATION.

We reserve the right to make changes to this Privacy Policy at any time and for any reason. We will alert you about any changes by updating the “Last updated” date of this Privacy Policy. You are encouraged to periodically review this Privacy Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Privacy Policy by your continued use of the Application after the date such revised Privacy Policy is posted.

This Privacy Policy does not apply to the third-party online/mobile store from which you install the Application or make payments, including any in-game virtual items, which may also collect and use data about you. We are not responsible for any of the data collected by any such third party.

COLLECTION OF YOUR INFORMATION

We may collect information about you in a variety of ways. The information we may collect via the Application depends on the content and materials you use, and includes:

Personal Data

Demographic and other personally identifiable information (such as your name and email address) that you voluntarily give to us when choosing to participate in various activities related to the Application, such as chat, posting messages in comment sections or in our forums, liking posts, sending feedback, and responding to surveys. We also collect data from wearables, health-related data through the health kit app or other applications connecting with our app with your permission. If you choose to share data about yourself via your profile, online chat, or other

interactive areas of the Application, please be advised that all data you disclose in these areas is public and your data will be accessible to anyone who accesses the Application.

Derivative Data

Information our servers automatically collect when you access the Application, such as your native actions that are integral to the Application, including data from wearables, health-related data through the health kit app or other applications connecting with our app with your permission

Activity Information

This is the information we collect from your use of our web and mobile application, such as the frequency at which (number of times per day) you use different features or pages of the application. With regard to each of your visits to our web and mobile application, we also automatically collect the following technical information:

- the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit including the full Uniform Resource Locators (URL) clickstream to, through and from the website (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, mouse-overs, button presses, swipes, and methods used to browse away from the page), and any phone number used to call A-m8@UniSupport; and
- Anonymised information relating to your individual progress towards goals or the impact A-m8@UniSupport has had may also be collected; this may take the form of a verbal survey asked by an A-m8@UniSupport representative, or an online written evaluation/questionnaire or feedback form which you complete.

Sensitive Information

We collect this when we work with you, such as:

- a record of time spent with your Mentors (e.g., a timesheet, documenting the time, date and location of sessions completed or cancelled);
- contact with a Response Service, e.g., call recordings or text/email transcripts, and summary notes left by Responders on your account;
- contact with external safeguarding partners if required;
- contact with a Mentor, e.g., your Mentor Support Record content, session recordings if made, or other records kept by the Mentor, such as Risk Assessments;

- contact with an A-m8@UniSupport representative, e.g., emails, text/chat transcripts or call recordings or notes; and/or
- data collected (notes, recordings, evaluation/questionnaire or feedback) relating to your individual progress towards goals or the impact A-m8@UniSupport has had, where this information cannot be anonymised.

We are the data controllers of this information and our use of it is set out below. However, we only use it to communicate and work with you or your funder, or to quality assure our service. If we want to use it for any other purpose, we will ask for your permission as we would for Private Information as stated above.

Geo-Location Information

We may request access or permission to and track location-based information from your mobile or other wearable devices, either continuously or while you are using the Application, to provide location-based services. If you wish to change our access or permissions, you may do so in your device's settings.

Mobile Device Access

We may request access or permission to certain features from your mobile device, including your mobile device's [bluetooth, calendar, camera, contacts, microphone, reminders, sensors, SMS messages, storage,] and other features. If you wish to change our access or permissions, you may do so in your device's settings.

Facebook Permissions

The Application may by default access your Facebook basic account information, including your name, email, gender, birthday, current city, and profile picture URL, as well as other information that you choose to make public. We may also request access to other permissions related to your account, such as friends, checkins, and likes, and you may choose to grant or deny us access to each individual permission. For more information regarding Facebook permissions, refer to the Facebook Permissions Reference page.

Data from Social Networks

User information from social networking sites, such as [Apple's Game Center, Facebook, Google+ Instagram, Pinterest, Twitter], including your name, your social network username, location, gender, birth date, email address, profile picture, and public data for contacts, if you connect your account to such social networks. This information may also include the contact information of anyone you invite to use and/or join the Application.

Push Notifications

We may request to send you push notifications regarding your account or the Application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

Third-Party Data

Information from third parties, such as personal information or network friends, if you connect your account to the third party and grant the Application permission to access this information.

USE OF YOUR INFORMATION

Having accurate information about you permits us to empower users to fully appreciate and manage their mental health and prioritise their personal, social & professional support needs to tailor a truly unique mental health management system. Specifically, we may use information collected about you via the Application to:

1. Assist law enforcement and respond to subpoena.
2. Compile anonymous statistical data and analysis for use internally or with third parties.
3. Create and manage your account.
4. Email you regarding your account progress/session reports with your mentor.
5. Enable user-to-user communications.
6. Generate a personal profile about you to make future visits to the Application more personalised.
7. Increase the efficiency and operation of the Application.
8. Monitor and analyse usage and trends to improve your experience with the Application.
9. Notify you of updates to the Application.
10. Request feedback and contact you about your use of the Application.
11. Immediately address and troubleshoot problems.
12. Respond to product and customer service requests.
13. Solicit support for the Application.

How we secure your personal data

At A-m8@UniSupport, we strive to make our system as secure as possible; our aim is to protect your data and the data that we collect when you use our website, system, or other services.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your information transmitted through the website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We protect all data, in particular, data relating to our users and their use of the A-m8 system, in a number of ways and follow industry standards where possible.

Data Retention

Any personal data that we collect from you (whether submitted directly or collected through your use of our system) will be reviewed on a regular basis to ensure that we only continue to store and process it under lawful grounds and for an appropriate time period.

Activity Information provided through your use of our system will be held for 2 years after you cease to use the services and then may be held indefinitely in an aggregated and anonymised format to assist us in compiling usage information which helps to inform system development.

Sensitive Information will be stored for up to 2 years after you terminate your use of our services in order to respond to any complaints/queries that may arise; timesheets and safeguarding data will be kept for 7 years for external audit purposes.

Your rights Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please write to us at info@a-m8.com.

Changing or deleting your information

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further marketing information. You can also ask us to restrict the information that we process about you.

You can request that we change, amend, delete your information or restrict our processing by emailing us at info@a-m8.com.

Right to prevent automated decision making

You have a right to ask us to stop any automated decision making. We do not intentionally carry out such activities, but if you do have any questions or concerns, we would be happy to discuss them with you and you can contact us at info@a-m8.com.

Transferring Personal Information

You have the right to request that your personal information is transferred by us to another organisation (this is called “data portability”). Please contact us at info@a-m8.com with the details of what you would like us to do, and we will try our best to comply with your request. It may not be technically feasible, but we will work with you to try and find a solution.

DISCLOSURE OF YOUR INFORMATION

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

By Law or to Protect Rights

If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation. This includes exchanging information with other entities for fraud protection and credit risk reduction.

Third-Party Service Providers

We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.

Marketing Communications

With your consent, or with an opportunity for you to withdraw consent, we may share your information with third parties for marketing purposes, as permitted by law.

Interactions with Other Users

If you interact with other users of the Application, those users may see your name, profile photo, and descriptions of your activity.

Third-Party Advertisers

We may use third-party advertising companies to serve ads when you visit the Application. These companies may use information about your visits to the Application and other websites that are contained in web cookies in order to provide advertisements about goods and services of interest to you.

Affiliates

We may share your information with our affiliates, in which case we will require those affiliates to honour this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.

Business Partners

We may share your information with our business partners to offer you certain products, services or promotions.

Other Third Parties

We may share your information with advertisers and investors for the purpose of conducting general business analysis. We may also share your information with such third parties for marketing purposes, as permitted by law.

Sale or Bankruptcy

If we reorganise or sell all or a portion of our assets, undergo a merger, or are acquired by another entity, we may transfer your information to the successor entity. If we go out of business or enter bankruptcy, your information would be an asset transferred or acquired by a third party. You acknowledge that such transfers may occur and that the transferee may decline honour commitments we made in this Privacy Policy.

We are not responsible for the actions of third parties with whom you share personal or sensitive data, and we have no authority to manage or control third-party solicitations. If you no longer wish to receive correspondence, emails or other communications from third parties, you are responsible for contacting the third party directly.

TRACKING TECHNOLOGIES

Cookies and Web Beacons

We may use cookies, web beacons, tracking pixels, and other tracking technologies on the Application to help customise the Application and improve your experience. When you access the Application, your personal information is not collected through the use of tracking technology. Most browsers are set to accept cookies by default. You can remove or reject cookies, but be aware that such action could affect the availability and functionality of the Application. You may not decline web beacons. However, they can be rendered ineffective by declining all cookies or by modifying your web browser's settings to notify you each time a cookie is tendered, permitting you to accept or decline cookies on an individual basis.

THIRD-PARTY WEBSITES

The Application may contain links to third-party websites and applications of interest, including advertisements and external services that are not affiliated with us. Once you have used these links to leave the Application, any information you provide to these third parties is not covered by this Privacy Policy, and we cannot guarantee the safety and privacy of your information. Before visiting and providing any information to any third-party websites, you should inform yourself of the privacy policies and practices (if any) of the third party responsible for that website, and should take those steps necessary to, in your discretion, protect the privacy of your information. We are not responsible for the content or privacy and security practices and policies of any third parties, including other sites, services or applications that may be linked to or from the Application.

SECURITY OF YOUR INFORMATION

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorised parties. Therefore, we cannot guarantee complete security if you provide personal information.

POLICY FOR CHILDREN

We do not knowingly solicit information from or market to children under the age of 13. If you become aware of any data we have collected from children under age 13, please contact us using the contact information provided below.

CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems [and our web/mobile applications] include a Do-Not-Track (“DNT”) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognising and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Policy.

OPTIONS REGARDING YOUR INFORMATION

Account Information

You may at any time review or change the information in your account or terminate your account by:

- Logging into your account settings and updating your account
- Contacting us using the contact information provided below

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

Emails and Communications

If you no longer wish to receive correspondence, emails, or other communications from us, you may opt-out by:

- Noting your preferences at the time you register your account with the Application
- Logging into your account settings and updating your preferences.
- Contacting us using the contact information provided below

If you no longer wish to receive correspondence, emails, or other communications from third parties, you are responsible for contacting the third party directly.

CONTACT US

If you have questions or comments about this Web/Mobile App Privacy Policy, please contact us at:

info@a-m8.com