

TRAVEL GUARDIAN PRIVACY POLICY

Your privacy

Travel Guardian Pty Ltd ("the Company") is committed protecting your privacy. This Privacy Policy is provided to make you aware of how we collect, use and manage your personal information.

It also contains the necessary consents that we are required to obtain from you in relation to the use of your personal information.

Contents

The kinds of personal information that the Company will collect and how it is collected.....	2
Data security	2
Use of aggregate information	3
How to access your information	3
Children’s privacy	4
Links to third party web sites or services	4
Marketing	4
How to make a complaint	4
Additional information	4
Changes to this Privacy Policy	5

The kinds of personal information that the Company will collect and how it is collected

The purpose for which we collect personal information is to provide you with the best service experience possible. You can opt-out of providing personal information, however if you do not provide us with certain types of personal information, we may not be able to provide you with access to the Group Connect mobile application ("Mobile App") or you may not be able to enjoy the full functionality of the website or Mobile App.

Personal information gathered may include your name, photographs, IP addresses and other unique device identifiers, contact lists, location information, date of birth, phone numbers, addresses and e-mail address.

Personal information is gathered in many ways including, but not limited to, directly from you when you create an account with us, submit them to our website and whenever you interact with the Mobile App. We may also gather your personal information from the public domain or from third parties such as social media platforms when you do things like creating an account with us using facebook.

In addition we also collect cookies from your computer or mobile device, which enables us to tell when you use the website or Mobile App and also helps to customize your experience.

To fully utilise the functionality of the Mobile App, your geolocation will be collected through various means including GPS, WiFi and wireless network triangulation. This location information will be used to provide various services of the Mobile App and will only be maintained by the Company for as long as is reasonably necessary to provide the services of the Mobile App and then the location data will be destroyed. You hereby consent to us gathering this personal information for the purpose of providing you with the Mobile App.

Data security

Some of the personal information that you provide to the Company via the Mobile App can and will be stored on your mobile device.

The Company will use all reasonable steps to ensure that the storage and use of personal information will be undertaken in a secure manner which protects personal privacy.

Information will be stored in various ways, including hard copy and electronic records. The Company takes reasonable steps to implement controls around technology and organisational processes to prevent unauthorised use, access or disclosure. However, no data transmission over the internet can be guaranteed to be totally secure.

We customarily disclose personal information only to our service providers who assist us with operating the website and Mobile App. We will only disclose personal information to an unrelated third party with your consent.

The website and Mobile App are not hosted in Australia. Therefore the Company is required to transfer all data on the website and Mobile App (including personal information) to our overseas service providers and the Company may also outsource technological or administrative projects to overseas providers where local services are unavailable or cost prohibitive. In such cases, The Company will take reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles. Countries in which we may engage providers to complete this type of activity include the United States of America. You hereby consent to these transfers.

We will also share your personal information, including your name and geolocation with other users of the Mobile App that you have agreed to share it with by including them in your travel groups or other contact networks within the Mobile App.

Your personal information may also be disclosed to any government departments and/or agencies that are allowed at law to have access to it.

Use of aggregate information

We may collect and use non-personal information, for example the type of internet browser or operating system you use, your IP address and the domain name of your internet service provider. This information is collected to optimise the services we provide, including personalisation of content and advertising in the Mobile App. We may also use this information for internal purposes, including but not limited to improving the content of our services.

We may also use personally identifiable information in an aggregate form to improve our services including the Mobile App to make them more responsive to the needs of users. This compilation and analysis of information may also be used by the Company or provided to others as a summary report for marketing, advertising or research purposes.

How to access your information

You have a right to access your personal information or to request corrections to any information that the Company holds, subject to some exceptions allowed by law. For security reasons we ask that such requests be made in writing and you will need to provide the following information:

- full name
- date of birth
- current addresses
- email address

- contact number

Unless specified otherwise, we will respond to your query within 10 days of receiving it.

These requests can be made by emailing us at support@getgroupconnect.com

Children's privacy

Our Mobile App allows parents to keep track of their children's location on mobile devices that the parent has added to the family account. The Mobile App is only intended to be used by children under the age of 15 with significant parental involvement and approval. If a parent wishes to add a user who is under the age of 15 to the family account, the parent must first complete the Parental Consent Form available [here](#) and return it email at support@getgroupconnect.com. If you believe that we might have inadvertently collected information from a child under the age of 15 without parental consent, please contact us at support@getgroupconnect.com.

Links to third party web sites or services

Our website or the Mobile App may include links to other web sites or services. The Company has no control over any web sites or external links which are provided by companies or persons other than the Company.

The Company is not responsible for the availability of any such external sites or resources, and does not endorse any advertising, products or other materials on or available from such web sites or resources.

You acknowledge and agree that the Company is not liable for any loss or damage which may be incurred by you as a result of the availability of those external sites or resources, or as a result of any reliance placed by you on the completeness, accuracy or existence of any advertising, products or other materials on, or available from, such web sites or resources.

Marketing

Unless you tell us not to, we may use your personal information to provide you marketing information about new or existing products or services that we offer or which are offered by our preferred suppliers, related parties or other third parties that we have a relationship with. You can let us know at any time if you do not want to receive marketing information.

How to make a complaint

If you are unhappy about the way we have handled your personal information, you can complain to us by emailing support@getgroupconnect.com or to the Office of the Australian Information Commissioner by calling 1300 363 992.

Additional information

For additional information on your privacy rights, please visit the Office of the Australian Information Commissioner website at <http://www.oaic.gov.au>

Changes to this Privacy Policy

This Privacy Policy may, without notice to you, be updated from time to time including to take account changes to the Privacy Act or other legislation and determinations made by relevant tribunals and court decisions so you should review this Privacy Policy periodically.