



Qwibbl App – Privacy Notice

Document number	POL-2771	Approval date	29/04/2025
Approved by	CEO	Next review date	29/04/2027
Document owner	Specialist Programs Manager		
Applies to	Qwibbl App		

Qwibbl App Privacy Notice

This Privacy Notice describes what personal information **yourtown** (the official organisation providing Kids Helpline services) collects in connection with your use of the Qwibbl App (**App**), and how **yourtown** uses this information.

What personal information does yourtown collect and why?

We collect personal information to provide a quality service to you. Here are the types of personal information we collect:

- **Information needed to create your account:** This includes your email address and your age. We use this information to create a unique account and profile for you. This allows us to provide age-appropriate resources. Without this information, we cannot create your profile.
- **Information to help improve your App experience:** You have the option to provide additional information about yourself, such as your name or nickname, gender, cultural background, and state or territory of residence. This helps us assess the relevance of the resources provided within the App. We also use this information to gain insights and compile aggregated and de-identified statistics about App users. You can sign up for the App without providing this information.
- **Information collected while using the App:** When you interact with the App, you provide us with information such as your physical and mental wellbeing scores, scheduled and completed activities, and user preferences. This also includes details about the resources and services you access, quizzes you complete, and the date and time of your App interactions. We use this information to deliver tailored resources within the App. Additionally, it helps us gain insights into the uptake, usage, and effectiveness of the App, allowing us to improve its content, performance and usability.
- **Information to help us continue to support and advocate for young people:** We compile aggregated and de-identified statistics on App users. This data may be shared with state and federal governments, external agencies, or **yourtown** partners such as universities, to support **yourtown's** programs and services. It may also be included in **yourtown** promotional materials and annual reports. Additionally, this data can inform **yourtown's** advocacy submissions to support young people's voices.

All personal information that we collect is held on secure servers located in Australia and handled in accordance with the *Privacy Act 1988 (Cth)* and other applicable laws.

How long will my data be kept?

We retain your personal information to support your continued use of the App. Your data will be kept unless you request its deletion. If you choose to delete your account, we will review your request in line with legal requirements. In some cases, we may need to retain your data to comply with our legal obligations. Further details on this are covered in the section below.

Qwibbl App – Privacy Notice	DN:	POL-2771
COMPANY CONFIDENTIAL Correct when printed from the Document Portal. Printed documents are uncontrolled.		Page: 1 of 3



Will yourtown review or share my personal information with others?

We analyse aggregated, de-identified data to improve the App. We do not actively review individual user data while your account is in use, except for in the following cases:

- If you request to delete your account
- If we receive a legal request that requires access to your stored information.

If any of the listed conditions are met, we will review the information collected through your use of the App. If we identify information that we are legally required to disclose, such as a life-threatening situation or a serious risk of harm to you or others, we may be obligated to notify relevant authorities (e.g., police or child protection agencies) and retain the information permanently. In all other cases, your information will remain private and will not be shared with third parties without your consent.

What happens if I don't want to provide my personal information?

You are not required to provide accurate personal information if you prefer not to. However, this may limit the services we can offer you. For example, you do not have to provide your real age when signing up for the App, but without it, we are not able to recommend age-appropriate resources. This applies to other information collected as well. The only exception is that a valid email address is necessary to set up your account.

Can I delete my user account after it has been created?

You have the right to request the deletion of your account at any time. When we receive a deletion request, we will assess it in line with our legal obligations to determine whether we are required to retain any part of the data.

If your request is approved, we will de-identify the data associated with your account, ensuring that it can no longer be linked to you. We do this by removing identifiable information associated with your account, including your email address, in accordance with the Privacy Act 1988 (Cth). Once this process is complete, we will let you know, and you will no longer be able to access your profile through the App. You may create a new profile later if you wish.

We may be required to retain certain information if legal obligations prevent us from approving your deletion request. For example, if your data includes details relevant to mandatory reporting requirements, such as a risk to your safety or the safety of others, then we are obligated to retain this data. In such cases, we will notify you of the reason for the retention.

You can submit a data deletion request by navigating to the Settings menu within the Qwibbl app and selecting the "Request Account Deletion" option.

Qwibbl App – Privacy Notice	DN:	POL-2771
COMPANY CONFIDENTIAL Correct when printed from the Document Portal. Printed documents are uncontrolled.		Page: 2 of 3



How is my information stored and protected?

At **yourtown**, we prioritise the privacy and security of our clients' data. We employ industry-standard data encryption and protection measures to ensure that all client information is safeguarded against unauthorised access, disclosure, alteration, and destruction.

yourtown's information and business management systems meet numerous information security standards as relevant to each program. **yourtown** maintain a comprehensive information technology (IT) security system supported by:

- information security policies which outline **yourtown's** expectations of information security practice by team members, and
- externally facilitated system penetration tests, scans and security audits.

How can I access and correct my personal information?

You can access and correct your personal information, such as your name or nickname, gender, and state/territory, by logging into the App. If you would like to change the age you submitted in the App, you can do so by contacting qwibbl@kidshelpline.com.au. However, you cannot update your email address on file. To change your email address, you will need to create a new account.

The **yourtown** Privacy Policy also provides information about how you can access or seek changes to the information we hold about you. You can access the Privacy Policy at www.yourtown.com.au/privacy.

How can I make a privacy complaint?

Information about how you can make a privacy complaint, and how we deal with complaints, is provided in our Privacy Policy, available at the above link.

How can I contact yourtown for more information?

Address GPO Box 2469 Brisbane QLD 4001
Phone (07) 3368 3399
Email privacy@yourtown.com.au

Consent

By clicking on "Accept" when you set up your App account, you are confirming that:

- you have read, or have had explained to you, the above information, and you understand it; and
- you give permission for **yourtown** to collect and use your personal information for the purposes stated in this Privacy Notice.