

# Beyond Now Mobile Application Privacy Collection Statement

**Beyond Blue is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) and other relevant laws in relation to the management of personal information.**

This Privacy Collection Statement should be read in conjunction with the Beyond Blue Privacy Policy and the Beyond Now Mobile Application Terms of Use.

## Why is personal information collected?

We collect your personal information so you can use the Beyond Now Mobile Application (the **App**) and to enable us to keep improving the App for the benefit of all users.

We collect information about your App usage so we can measure visitor numbers and evaluate how people use the App.

## What personal information is collected?

We may collect and store the Internet Protocol address (IP address) of the device used to access the Beyond Now Mobile Application (the **App**) to enable us to keep improving the App for the benefit of all users. The IP address of the device used to access the App may be considered personal information under the Privacy Act 1988.

We do not collect your name, contact details, information you enter into the App such as your safety plan or any other personal information about you, except where you separately consent as part of a research project (see below).

If we cannot collect the IP address of the device used to access the App, we will not be able to make the App available to you.

## App Usage Analytics

We use Google Analytics and Firebase, products provided by Google, to gather App usage information so we can measure visitor numbers and evaluate how people use the App. Google Analytics and Firebase do not identify individual users or associate a device's IP address with any other data held by Google.

We use reports provided by Google Analytics to help us understand App traffic and App usage in order to improve the App. All the data we collect is aggregated and cannot be used to identify you individually.

The type of information we collect includes:

- the number of downloads
- average time spent on various screens
- whether a user has used the emergency calling feature (but not who they have called)
- whether a user has entered data into various steps (but not what they have entered)
- the date and time the App was accessed
- the type of device from which the App was accessed
- the location (city) from which the App was accessed

By using the App, you consent to the processing of information about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the Google cookie, disable JavaScript, or use the opt-out service provided by Google.

The App does not use any analytics products provided by Facebook to collect App usage information.

### **Push notifications**

We may use OneSignal to send you push notifications, including when you are not logged in the App. These are not commercial or marketing messages but might include reminders to complete or update your safety plan information, or invitations to participate in research.

By using the App, you consent to the processing of information about you by OneSignal in the manner described in their Privacy Policy and for the purposes described in these Terms of Use.

At any time, you can manage your push notification preferences or deactivate these notifications at any time by turning off the notification settings in Device Settings of your mobile device.

### **Information we do not collect**

The App stores safety plan information natively on your device. The information entered into the App (such as your safety plan, the names of the people you can connect with or the photos/videos you have uploaded) is not shared with us or any third party except where you separately consent as part of an optional research project (see below).

We also do not collect:

- your name; or
- contact details

You may of course choose to email your safety plan to your support people.

### **Who is your personal information disclosed to?**

We will only disclose your personal information:

- to our third-party service providers (such as our IT and analytics service providers);
- if you have consented to the disclosure (for example, if you participate in one of our research projects);
- where disclosure is necessary to prevent injury to life or health; or
- if required or authorised by or under an Australian law or a court/tribunal order.

Our third-party service providers may store personal information overseas when providing services.

### **Research Projects (optional)**

From time to time, you may receive invitations to participate in research projects regarding the App. Such research projects will always be subject to approval by a Human Research Ethics Committee and require your informed consent to participate.

If you choose to participate in one of these projects, either facilitated through Beyond Blue or one of its clinical research partners, then you may be asked to consent to provide additional personal information for the purposes of carrying out the research project, which may include:

- Your name
- Address
- Email address
- Phone number
- Project survey responses
- Individual app usage data
- Safety plan

The information collected for each project may vary and will be explicitly detailed in a Plain Language Statement and consent form which will be available for you to read in the App before participation. The Plain Language Statement and consent form will also detail how this additional information is stored, who can access it, and how it may be used in the future. This additional personal information is only collected if you provide your explicit consent, which will be stored in the App (“Clinical Studies” tab) for your review at any time.

You may opt out of such projects at any time from this tab, at which time the personal information collected for the project will be deleted.

### **Where can you get more information about our privacy practices?**

We will otherwise collect, hold, use and disclose your personal information in accordance with our [Privacy Policy](#) which sets out how you may access and correct personal information that we hold about you and how to complain about a suspected breach of your privacy or about our privacy practices.

### **How to contact us**

#### **Email**

[privacy@beyondblue.org.au](mailto:privacy@beyondblue.org.au)

#### **Post**

Attention: The Privacy Officer, Beyond Blue  
Suite 501, 278 Flinders Lane Melbourne, Victoria 3000

This Privacy Collection Statement was last updated in March 2022 and may change from time to time. Any updated versions will be posted and will be effective from the date of posting.

In this Privacy Collection Statement, references to “Beyond Blue”, “we”, “us” and “our” are references to Beyond Blue Limited ACN 093 865 840.