

Full Privacy Policy

Our Privacy Policy determines what data we collect, how we collect that data and what the data can be used for.

What is your data?

Your data includes any information you provide when you install the Service and information voluntarily provided by you to us during your use of the Service, including but not limited to any personal information used to generate a personal profile on the service such as your name, gender, age, address, email address, phone number, photographs and videos.

We will collect data about you. You may control what data we can collect through your permissions settings on your device.

We will collect data about your usage. This data helps us understand how you and our other users use the Service. This data is useful because it allows us to ensure we are constantly improving upon the Service we provide to you. This may include the date and time you logged in, features you've been using, searches, clicks and pages which have been shown to you, referring webpage address, advertising that you click on and how you interact with other users.

We collect data about your device, including hardware and software information such as IP address, device ID and type, device-specific and apps settings and characteristics, app crashes, advertising IDs (such as Google's AAID and Apple's IDFA, both of which are randomly generated numbers that you can reset by going into your device's settings), browser type, version and language, operating system, time zones, identifiers associated with cookies or other technologies that may uniquely identify your device or browser (e.g., IMEI/UDID and MAC address), information on your wireless and mobile network connection, like your service provider and signal strength and information on device sensors such as accelerometers, gyroscopes and compasses. This information allows us to ensure you have access to the full operational capacity of the Service.

Who will have access to your data?

We will have access to your data in accordance with the following policy.

Any other user of the Service will have access to the data you publicly list on your personal profile. We remind our users that this is a publicly accessible service and that any person who meets the eligibility criteria for the Service may have access to the data you publicly list on the service in your profile. We recommend that you keep this in mind when using the Service and providing your personal information. You may elect to alter your privacy settings.

When will we collect your data?

We will collect your data when you access the Service by creating an account.

We will collect your data as you use the Service at our discretion. For example, we may collect information about the content you access and bookings you make. You consent to us accessing and using any data you provide on your personal profile, including for the purposes of direct marketing, even if that data is considered 'special' or 'sensitive' in certain jurisdictions such as your ethnic or religious beliefs. If you do not want certain data to be collected or used, please do not share it on our platform.

When you complete your profile or use the Service, you may share additional data with us as part of your content, such as photographs, videos or your location. We only collect this data with your consent, which can be controlled via the permissions setting within your device. Giving the Service permission to access this data will be treated as consenting to our collection of the data. You may revoke your consent by altering your permission settings. If you do not want certain data to be collected or used, please do not share it on our platform.

If you participate in online surveys, customer feedback forms or promotions, events or contests, we may collect data from you such as your opinions of the service, your name and your contact details.

If you contact our customer care team, we collect the information you give us during the interaction. Sometimes, we monitor or record these interactions for training purposes and to ensure a high quality of service.

We will process your conversations with other users as part of ensuring the ongoing functionality of the Service. However, we do not record or collect data from personal correspondence beyond what is reasonably necessary to comply with our legislative requirements and to ensure the ongoing functionality of the Service.

We may collect data about you from other third party partners, for example where we publish adverts for our Service on partner websites and platforms or where we use partners to analyse use of our Service.

How will we collect your data?

We collect your data through your input into the Service and the application programming interface after you have logged in.

We may use Google Analytics to track use of the Service for the purpose of improving its functionality.

If we are going to collect your data in another way, we will notify you.

How will we use your data?

The following are the primary purposes for which your data is collected. By using the Service, you should reasonably expect that your data may be used or disclosed for these purposes.

The main reason we collect your data is to provide you with the Service. The functionality of our Service relies on access to your data. We will use your data to tailor your experience, bill you and manage your account.

We will use your personal data to make your user experience more seamless. For example, we may use it to authenticate you and remember your preferences and settings across multiple devices.

We will use your personal data to detect and prevent fraud or other unauthorised illegal activities on the Service, as well as to ensure we comply with our legal obligations.

We will use your data to analyse usage traffic and trends so that we may improve the Service, provide information to you about the Service and provide advertising to you which is related to your interests.

We may collect de-identified and aggregated statistical data about the use of the Service and related services and the data within the software. This data is used to administer and monitor the use of Service and services, and to improve our business. We may also use this data in commentary, media releases and other publications. We will not use data analytics or other means to allow information to become re-identified or personal information.

We use your data in these ways on one or more of the following legal bases:

1. We require this information to perform the contract between us and you to provide the Service to you. As such, the collection of this information is directly related to the function of the Service;
2. We use this information within our own organisation to ensure we comply with our legal responsibilities and to allow us to develop our service and respond to our users' needs. As such, the collection of this information is reasonably necessary for the function of the Service; and
3. You have given us consent to collect and use particular data, which can be withdrawn at any time in compliance with the necessary procedures.

How will we share your data?

We will not share your data with third parties outside the terms of this Privacy Policy.

There is some functionality within the app that requires co-operation with third parties. Any private information shared is anonymised and used within the third parties own privacy policy.

For more information regarding third parties used within the app, please contact us at hello@pahapp.com.

You share information with other users when you voluntarily disclose information on the service (including your public profile). Please ensure you only share information you are comfortable publicly disclosing since we do not control which other users of Service see the information and how they will use it.

We may post photos, videos or testimonials on our social media platforms when a booking is completed with the permission of both parties.

We may share your data with our partners, such as our ecommerce platform providers, payment processors, support suppliers, and suppliers who facilitate the ongoing functionality of the Service provided to you.

We may share data that is anonymised and aggregated with third parties for trend analytics and advertising purposes.

Your information may be shared upon a corporate transaction involving the Company, whether in whole or in part, such as a merger, sale, acquisition, divestiture, restructuring, reorganization, dissolution, bankruptcy or other change of ownership or control. If so, any other parties to the transaction will be subject to the same obligations as us under this Privacy Policy.

Your information may be disclosed if required by law.

We may also share information: (i) if disclosure would mitigate our liability in an actual or threatened lawsuit; (ii) as necessary to protect our legal rights and legal rights of our users, business partners or other interested parties; (iii) to enforce our agreements with you; and (iv) to investigate, prevent, or take other action regarding illegal activity, suspected fraud or other wrongdoing.

We may share your information with your consent or at your request. If we seek consent to share your information, we will provide notice explaining who we wish to share it with and why.

How will we protect your information?

Our Service is built around your information and the way it enables us to connect Users and Interpreters. As such, we will work hard to protect you from unauthorised access, alteration, disclosure or destruction of your personal information.

We regularly monitor our systems for possible weaknesses and review our information collection, storage and processing practices to update our physical, technical and organizational security measures.

We store your data in a database hosted by AWS ec2 Instance. This database has restricted access requiring a username and password that can only be accessed through certain Company IP addresses.

However, we do not guarantee and cannot guarantee that your data will always be completely protected. We may suspend your use of all or part of the services without notice if we suspect or

detect any breach of security.

How long will we retain your information?

We keep your personal information only as long as we need it for legitimate business purposes and as permitted by applicable law.

If you delete your account or have two years of continuous inactivity, we will retain your data for 3 months in case you wish to reopen your account. After this, we will delete or anonymise your information unless retention is necessary to:

- Comply with our legal and regulatory requirements;
- Address an outstanding claim or dispute;
- Protect our legitimate business interests (for e.g., to ensure a banned user is not permitted to reopen a new account).

Keep in mind that even though our systems are designed to carry out data deletion processes according to the above guidelines, we cannot promise that all data will be deleted within a specific timeframe due to technical constraints.

How can you access the personal information held by us?

You can view all the User Content you have introduced to the Service through your Account.

If you would like to know what of your personal information we hold, please contact us via hello@pahapp.com. You may alter any information contained in your personal profile via the application which provides access to the Service, or you may seek alterations of the information we hold via the above contact email.

Your rights in relation to your data

You have the right to introduce, modify or delete User Content from the Service. We will use all reasonable efforts to ensure your User Content is deleted upon your request, but you acknowledge that a risk of introducing User Content to the Service is that other persons may misuse or reproduce the Content without your permission. In this case, we bear no liability for any claim arising from the misuse or reproduction with permission of your User Content by a third party outside the terms of this Privacy Policy and you indemnify us for any loss arising in connection with such a claim.

You will be able to opt into a 'right to be forgotten' for your own data and your customers data. If you exercise this right, we will delete your account permanently after 7 days. You must contact

our administration to reactivate your account within the 7 day period once exercising a right to be forgotten.

How can you request your data be deleted by us?

You can opt into a 'right to be forgotten' by emailing the request to hello@pahapp.com. The steps to advise us that you would like to exercise this right via the app are as follows:

- Log into the account relating to the data you would like to have deleted.
- Navigate to the user settings.
- Click the "Delete Account" button at the bottom of the page.

Complaints regarding Privacy

Your privacy is protected under Australian law by the *Privacy Act 1988* (Cth). To complain about a breach of your privacy, we ask that you first approach us at via hello@pahapp.com and we will endeavour to assist you as promptly as we can.

You may also make a complaint to the Office of the Australian Information Commissioner if you believe there has been a breach of your privacy.

Changes to the Privacy Policy

If we want to make any changes to this policy which will materially impact your rights and obligations, we will notify you of them before the changes are made.