

# CrossCountry App Privacy Policy

## Equipmaps Pty Ltd

Effective 28 November 2024

Updated to reflect collection of location data while using the app.

### 1. We respect your privacy

- 1.1. Equipmaps Pty Ltd respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) and the European Data Protection Regulation (GDPR). This policy sets out how we collect and treat your personal information.
- 1.2. "Personal information" is information we hold which is identifiable as being about you.

### 2. Collection of personal information

- 2.1. Equipmaps Pty Ltd will, from time to time, receive and store personal information you enter onto our website, provide to us directly or give to us in other forms.
- 2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.
- 2.3. We may collect your approximate location. Location coordinates are stored with a precision of two decimal places, making them accurate to the nearest kilometre or so. This allows us to deliver push notifications for relevant content e.g new courses near you, as well as geographically relevant advertising.
- 2.4. Additionally, we may also collect any other information you provide while interacting with us.

### 3. We collect your personal information

- 3.1. When you
  - Contact us for support
  - Purchase services and products such as virtual guided course walks
  - Upload or Publish a course in our library
  - Register for our newsletter
  - Register for a login account
  - Use our toolkit
  - Make a general enquiry
  - Use our app

We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

#### **4. Use of your personal information**

- 4.1 Equipmaps Pty Ltd may use personal information collected from you to provide you with information about new courses, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. This includes push notifications about relevant content. We may use your personal information to improve our products and services and better understand your needs.
- 4.2 Equipmaps Pty Ltd may contact you by a variety of measures including, but not limited to telephone, email, sms, mobile push notifications or mail.

#### **5. Disclosure of your personal information**

- 5.1 Personal information is only supplied to a third party when it is required for the delivery of our services (e.g. to Sendinblue for newsletters). We will not sell or otherwise share your personal information with third parties.
- 5.2 We may disclose your personal information to any of our employees or subcontractors insofar as reasonably necessary for the purposes set out in this Policy.
- 5.3 If you send us a course to publish in our library we will acknowledge you as the provider. You may instruct us not to disclose your name when you send the course for publication.
- 5.4 If you create an account you specify a display name. This can be either your full name or a pseudonym, which is displayed in place of your full name in our course library, in the toolkit when others are searching for you and all other public areas of our website.
- 5.5 We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 5.6 We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Equipmaps Pty Ltd, [www.crosscountryapp.com](http://www.crosscountryapp.com), its customers or third parties.
- 5.7 Information that we collect may from time to time be stored and processed in countries outside of Australia.
- 5.8 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 5.9 By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## **6. Security of your personal information**

- 6.1 Equipmaps Pty Ltd is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. Data is stored on the Amazon Web Services cloud computing platform, which is GDPR compliant.
- 6.2 The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, no security system is impenetrable. We cannot guarantee the security of any information that you transmit to us, or receive from us. We cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy

## **7. Access to your personal information**

- 7.1 You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth) and GDPR. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [privacy@crosscountryapp.com](mailto:privacy@crosscountryapp.com).
- 7.2 We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

## **8. Deleting your personal information**

If you wish us to delete all your personal information permanently please email us at [privacy@crosscountryapp.com](mailto:privacy@crosscountryapp.com). Please note, however, that we may need to retain certain information for record keeping purposes, to complete transactions or to comply with our legal obligations.

## **9. Complaints about privacy**

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to 100 Leiberts Lane, BRUNKERVILLE, NSW 2323, Australia. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **10. Changes to Privacy Policy**

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

## 11. Website

### a. *When you visit our website*

When you come to our website ([www.crosscountryapp.com](http://www.crosscountryapp.com) related sites such as [toolkit.crosscountryapp.com](http://toolkit.crosscountryapp.com)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

### b. *Cookies*

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

### c. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

### d. *Third party sites*

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Equimaps Pty Ltd is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

## 12. Data Providers

We only work with GDPR compliant data providers such as, but not exclusively, Sendinblue, Mailgun and Sentry.

28 November 2024