



MY BACK EXERCISE APP

PRIVACY POLICY

In this Privacy Policy, 'us' 'we' or 'our' means the University of Sydney ABN 15 211 513 464, which operates the **My Back Exercise app**. We are committed to respecting your privacy. This Privacy Policy sets out how we collect, use, store and disclose your personal information.

By providing personal information to us, you consent to our collection, use, and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us. We may change our Privacy Policy from time to time by publishing changes to it on the app. We encourage you to check the app periodically to ensure that you are aware of our current Privacy Policy.

Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode, and contact details.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We may collect the following types of personal information:

1. First name;
2. Gender;
3. Year of birth;
4. Telephone number;
5. Height;
6. Weight;
7. History of back pain;
8. Presence of back pain (current);
9. The level of current back pain experienced by you;
10. The activities that you are unable to do or have difficulty doing, due to your low back pain;
11. Your level of difficulty performing those activities;
12. Exercises the app has suggested to you to do;
13. The days you have performed the exercise program, as indicated by you within the app;
14. Your level of difficulty performing those exercises, as indicated by you within the app;
15. Presence of sleep problems;

16. The level of current sleep problems experienced by you;
17. The aspects that may be interfering with your sleep;
18. The sleep goals the app has suggested for you;
19. The days you have performed the sleep program, as indicated by you within the app;
20. Your perceived progress with your sleep goals, as indicated by you within the app;
21. Any additional information relating to you that you provide to us directly through the app or indirectly through your use of our app;
22. Any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information directly from you. We may collect this information when you register yourself via the app.

WHY DO WE COLLECT, USE, AND DISCLOSE PERSONAL INFORMATION?

We may collect, hold, use, and disclose your personal information for the following purposes:

1. To enable you to access and use the app and exercises;
2. To operate, protect, improve, and optimise the app, exercises and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;
3. To send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you; and
4. To comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties.

TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION?

We may disclose personal information for the purposes described in this privacy policy to:

1. Our employees and related bodies corporate;
2. Third-party suppliers and service providers (including providers for the operation of the app or in connection with providing the app to you);
3. Professional advisers, dealers and agents;
4. Other persons, including government agencies, regulatory bodies, and law enforcement agencies, or as required, authorised or permitted by law.

SECURITY

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference, and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel, and technical measures to protect your personal information. However, we cannot guarantee the security of your personal information.

LINKS

The app may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from this Privacy Policy, so we encourage individuals to read them before using those websites.

ACCESSING OR CORRECTING YOUR PERSONAL INFORMATION

You can access the personal information we hold about you if you [email us](#). Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information. If you think that any personal information that we hold about you is inaccurate, please [email us](#) and we will take reasonable steps to ensure that it is corrected.

MAKING A COMPLAINT

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can [email us](#). Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

CONTACT US

For further information about this Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please [email us](#).

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