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Privacy Policy

This privacy policy applies to any Application (hereby referred to as "Application") for mobile devices created by Southbank Residents Association (hereby referred to as "Service Provider") as a free service. This service is intended for use as is.

Information Collection and Use

The Application collects information when you download and use it, including your device's location, which helps the Service Provider determine your approximate geographical location and makes use of it in ways indicated below:

- **Geolocation Services:** The Service Provider utilises location data to provide features such as personalised content, relevant recommendations, and location-based services.
- **Analytics and Improvements:** Aggregated and anonymised location data helps the Service Provider to analyse user behaviour, identify trends, and improve the overall performance and functionality of the Application.
- **Third-Party Services:** Periodically, the Service Provider may transmit anonymised location data to external services. These services assist them in enhancing the Application and optimizing their offerings.

The Service Provider may use the information you provided to contact you from time to time to provide you with important information including membership renewal, required notices and marketing promotions.

For a better experience, while using the Application, the Service Provider may require you to provide us with certain personally identifiable information, including but not limited to your email address and name. The information that the Service Provider requests will be retained by them and only used as described in this privacy policy.

Third Party Access

Only aggregated, anonymised data is periodically transmitted to external services to aid the Service Provider in improving the Application and their service. The Service Provider may share your information with third parties in the ways that are described in this privacy statement.

Please note that the Application utilises third-party services that have their own Privacy Policy about handling data. Below is the link to the Privacy Policy of the third-party service providers used by the Application:

- <https://www.mapbox.com/legal/privacy>

The Service Provider may disclose User Provided and Automatically Collected Information:

- as required by law, such as to comply with a subpoena, or similar legal process;

- when they believe in good faith that disclosure is necessary to protect their rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- with their trusted services providers who work on their behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.

Opt-Out Rights

You can stop all collection of information by the Application easily by uninstalling it. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.

Data Retention Policy

The Service Provider will retain User Provided data for as long as you use the Application and for a reasonable time thereafter. If you'd like them to delete User Provided Data that you have provided via the Application, please contact them at info@southbankresidents.org.au and they will respond in a reasonable time.

Security

The Service Provider may disclose site information to other relevant entities for the purpose of carrying out the above activities but does not sell, rent or trade information about you to (or with) any third parties, unless the information is public knowledge or required by law. The Service Provider will take all reasonable measures to ensure that your personal information is stored and secured safely.

Changes

This Privacy Policy may be updated from time to time for any reason. The Service Provider will notify you of any changes to the Privacy Policy by updating this page with the new Privacy Policy. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

This privacy policy is effective as of 16 October 2024.

Your Consent

By using the Application, you are consenting to the processing of your information as set forth in this Privacy Policy now and as amended by us.

Contact Us

If you have any questions regarding privacy while using the Application, or have questions about the practices, please contact the Service Provider via email at info@southbankresidents.org.au.