



WEBSITE PRIVACY POLICY

Our Promise to You ...

We absolutely value you as a customer and respect your personal information. We believe in being transparent about how we handle your data, so below is the legal information explaining how, what, and why we collect and use your personal information on the Wiiz platform.

Put simply, the Wiiz platform is designed to connect families, help parents manage tasks and help kids/teens doing tasks, learn and build core life habits. To make this service work for you, we need to collect and use your information.

This Privacy Policy applies to all personal information collected by Mmint Pty Ltd (ACN 669 696 486), trading as Wiiz, (referred to as **we**, **us** or **our**) via the website located at www.wiizapp.com (**Website**). Our practices comply with both the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)* and the New Zealand Information Privacy Principles (IPPS) under the *Privacy Act 2020 (NZ)*

1. What information do we collect?

whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.

The kind of Personal Information that we collect from you will depend on how you use the website. The Personal Information which we collect and hold about you may include:

name

Date of birth

phone number demographic

information social media information

information about services

purchased.

Types of information

2. The Privacy Act 1998 (Cth) (Privacy Act) defines types of information, including

Personal Information and Sensitive Information.

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable:



If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “*Personal Information*” and will not be subject to this privacy policy.

Sensitive Information is defined in the Privacy Act as a specific category of Personal Information that receives a higher level of protection under Australian law. This includes information or opinion about such things as an individual's:

Racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Under the New Zealand Privacy Act 2020, while there is no formal statutory category of "Sensitive Information," we recognise that certain information is inherently more sensitive due to its nature and the potential for harm if misused. We will treat all such information with a higher degree of care and security, consistent with our obligations in both Australia and New Zealand.

Sensitive Information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose; and •
- with your consent or where required or authorised by law.

3. How we collect your Personal Information

We collect Personal Information in a lawful, fair, and non-intrusive way that is reasonably necessary for us to undertake our functions and service. We may collect personal information from you in several ways, including:

- When you voluntarily input information into our Website or a related application (e.g., when you register an account, fill out a form, or make a purchase).
- When you contact us directly via WhatsApp, email, or other communication channels.
- Using technology, such as cookies, web beacons, and other tracking technologies

Where reasonable and practicable, we collect your Personal Information from you only. However, sometimes we may be given information from a third party. In these cases, we will take steps to make you aware of the information that was provided.

4. Use of cookies and other tracking technologies

We may use cookies and other tracking technologies to improve your experience on our website, to understand how our service is used, and for marketing purposes. Cookies are small data files stored on your device that help us:

- Ensure the essential functionality of our Website.
- Analyse how you use the Website to improve its performance and your user experience.
- Provide you with personalised content or targeted advertisements.

4.1 Types of Cookies

We use different types of cookies for Website functionality:

- Essential cookies: These are necessary for the core functions of the Website, like keeping a user logged in or remembering their preferences. For a seamless experience, these cookies are retained for up to 90 days and are refreshed with each new login.
- Functional cookies: These cookies enhance your browsing experience by remembering your preferences. These are retained for up to one year.
- Analytical cookies: These help us understand Website traffic and user behaviour. These are retained for a period of one to two years.
- Marketing cookies: These are used for marketing purposes to track the effectiveness of specific advertising campaigns and are retained for up to one year. For more information on the specific party providers we use, please refer to our full **Cookie Policy**.

You can manage your cookie preferences and control the use of cookies through your browser settings.

5. Purpose of collecting your Information

We collect your Personal Information to provide you with the best service experience possible on the Website and to keep in touch/update you about developments in our business.

We customarily only disclose Personal Information to our trusted service providers who assist us in operating the Website. Your Personal Information may be accessed from time to time by our maintenance and support personnel in the normal course of their duties.

These third parties are required to adhere to our strict security and confidentiality protocols and are legally bound by formal service agreements to protect your personal information and to use it only for the specific purpose for which it was provided.



6. Marketing and Communication

We want to keep you informed about Wiiz, updates, and promotions, and we do so through the channels you already use.

- Marketing & Promotion: We primarily use social media platforms like Facebook, Instagram, TikTok, and Pinterest for our marketing and promotions. You are in control of the content you see on these platforms through your own account settings and by following or unfollowing our pages.
- Direct Communication: For direct communications and support, we use the WhatsApp platform, which is managed through a service provider called Many Chat.
- Email: We send only essential emails, such as our initial email to confirm your account details, password set up, or any significant information such as changes to the service.

7. How we protect your Information

We take the security of your Personal Information very seriously. We store your Personal Information using a combination of technical and administrative safeguards that reasonably protect it from unauthorised access, misuse, modification, disclosure, or loss. When we no longer need your Personal Information for the purpose for which we collected it, we will take reasonable steps to securely destroy it or make it anonymous.

For your digital records, we will retain your active account data for the entire period of your account's existence. Once your account is closed, we will keep your archived data for a maximum of 7 years to fulfill our record-keeping obligations. After this period, automated deletion protocols will permanently remove the information.

8. Your Rights: Access and Correction

Under both the Australian Privacy Act and the New Zealand Privacy Act, you have important rights regarding your personal information, which permit you to obtain access to the Personal Information we hold about you in certain circumstances.

- You have a right to access the Personal Information we hold about you.
- You have a right to correct any Personal Information we hold if it is inaccurate or out-of-date.

These rights are based on Australian Privacy Principles 12 and 13 and New Zealand Information Privacy Principles 6 and 7. If you wish to exercise your rights, please contact us in writing using the contact details set out at the bottom of this privacy policy.



9. Complaints Procedure

If you have a complaint concerning the manner in which we have managed the privacy of your Personal Information, please contact us on the details provided at the bottom of this policy.

We will acknowledge your complaint within 5 business days of receiving it. All complaints will be reviewed by our Privacy Officer. We may ask for further information from you to clarify your concerns. We will investigate your complaint and aim to provide you with a formal response within 30 days.

If we agree that your complaint is well-founded, we will, in consultation with you, take appropriate steps to resolve the problem. If you remain dissatisfied with the outcome, you may refer the matter to:

- In Australia: The Office of the Australian Information Commissioner (OAIC)
- In New Zealand: The Office of the Privacy Commissioner.

10. How to contact us about privacy

If you have any queries, or if you wish to exercise your rights to access or correct your Personal Information, or if you have a complaint about our privacy practices, you can contact us through:

hello@wiizapp.com or contact us on Whats App