

Privacy Policy

Policy

Convo Communications Australia Pty Ltd (“Convo”) is committed to protecting your privacy. This privacy policy describes the information Convo collects from its customers through its websites and through our business functions, how we use and protect such information, and to whom and under what circumstances we disclose such information. By using our Websites and by disclosing information to us in furtherance of our business relationship, you signify your agreement to this Privacy Policy.

What Information Do We Collect?

Personal Information

In general, Convo collects personal information from you when you voluntarily provide it to us by (1) registering on any of our Websites; (2) signing up to enter a promotion, participate in an event or survey, receive newsletters or other literature; (3) making product or service inquiries; (4) contacting us (including our webmaster, customer service representatives, or other employees) by e-mail or Live Chat; or (5) providing other personal information to us in furtherance of our business relationship. In connection with these activities, we may collect personal information from you, including, but not limited to, your name, physical address, email address, age, gender, contact numbers, user name and/or password associated with the use of any our Websites or web portal(s), occupation, whether you are a Convo customer, the type of product you are seeking, how you use the Video Relay Interpreting Service, how you heard about Convo, or other information necessary to conduct business with you. We do not allow third-parties to collect personal information directly from the use of our Websites.

Upon registration for a new account, Convo asks for your 1) status as a deaf or hard of hearing person; 2) name; 3) e-mail address; 4) consent to receive communications from Convo.

National Disability Insurance Scheme (“NDIS”)

As part of the standard operation of our service for participating NDIS customers, we will collect additional information from you in addition to your personal information you have registered with the NDIS. Information to include, 1) your plan number; 2) your plan start date; 3) service option (plan); 4)

names and contact details of your plan manager, local area coordinator and/ or NDIS support coordinator; and 5) consent agreement to service agreement.

Non-Personal Information

As part of the standard operation of our Websites, we may collect/obtain certain non-personal information from you, including, but not limited to, your browser type (e.g. Chrome or Internet Explorer), operating system (e.g. Windows or Macintosh), Internet Service Provider (ISP), IP address, Websites visited, and domain name from which you accessed the website (e.g. Yahoo.com). In addition, we may collect information about your browsing behaviour, such as the date and time you visit our Websites, the areas or pages of our Websites that you visited, the amount of time spent viewing our Websites, the number of times you returned to our Websites, and other click-stream data. We may use cookies to collect this information, which may be combined with your personal information. A cookie is a small text file that may be stored on the hard drive of your computer that enables us to recognise your computer when you return to our Websites. You are always free to decline cookies, but in doing so you may not be able to use certain features on our Websites. The “help” segment of the toolbar on most browsers explains how to configure a browser to not accept new cookies, how to have the browser inform a user when they receive a new cookie, and how to erase cookies from your computer’s hard drive. Further, Convo may use tools like Google Analytics to measure traffic on Convo’s website and apps and how users interact with both. No personally identifiable information may be collected through this software.

Information Collected by Convo During Video Relay Calls

When making video calls through our Video Relay Platform, Convo collects, at minimum, the following information: 1) Customer ID; 2) your registered phone number you used to make your call; 3) the time that the call was connected; 4) the Internet Protocol (IP) address used to make the call, if applicable; and 5) the duration of the call. Convo submits information collected during calls on the accounting database for billing purposes. Convo does not disseminate the information to any other party and does not keep records of the contents of any conversation relayed during the video calls.

How Do We Use Your Information?

Convo maintains the confidentiality of personal information collected from its registered users. From time to time, Convo may use the information we collect from you such as email address or phone numbers for any of the following purposes: 1) to get in touch with you regarding your account or to provide you with updates regarding Convo’s services; 2) to facilitate your use of our Websites and better understand your needs; 3) to fulfill your requests for information about certain products, services, and projects; 4) to send you information, promotional materials, and offers from our company, as well as from our subsidiaries and affiliates; 5) to contact visitors to our Websites when necessary; 6) to help address problems with our Websites; 7) to administer our Websites; 8) to conduct internal reviews of our Websites; 9) to help us better understand visitors’ use of our Websites; 10) to

protect the security or integrity of our Websites; 11) to conduct business with you (including obtaining and disclosing credit and billing information); and 12) for such other purposes provided in this Privacy Policy. Non-personal information will be used for these purposes, as well as to monitor our Websites and provide a greater online experience for our visitors. Convo will use, disclose or permit access to your information in strict compliance with the Australian Privacy Act (*reference* <https://www.oaic.gov.au/privacy/the-privacy-act/>).

Will We Disclose Information We Collect From You?

Convo may transfer or otherwise disclose information collected from you to the following entities for the purposes: 1) to Convo's employees, independent contractors, subsidiaries, affiliates, consultants, business associates, service providers, and suppliers, if the disclosure will enable that entity to perform a business, professional, or technical support function for Convo; 2) to employees, independent contractors, service providers, and suppliers of Convo to fulfill a product or service request; and 3) to respond to judicial process and provide information to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law. As stated above, Convo will use, disclose or permit access to your information in strict compliance with the Privacy law.

Do We Collect Information From Children?

We do not direct our Websites to, nor do we knowingly collect any personal information from, children under the age of 13.

The Privacy Act 1988 (Cth) does not specify an age after which an individual can make their own privacy decision. For their consent to be valid, an individual must have the capacity to consent.

Convo Australia will handle the personal information of an individual under the age of 18 and will decide if the individual has the capacity to consent on a case-by-case basis. As a general rule, an individual under the age of 18 has the capacity to consent if they have the maturity to understand what's being proposed. If they lack maturity it may be appropriate for a parent or guardian to consent on their behalf.

Quality Monitoring

From time to time, authorised staff may conduct quality monitoring of live conversation for quality improvement and/or providing support with or without caller's knowledge. These conversations may be recorded for training purposes only and will not jeopardise the privacy protections outlined in the Privacy Policy.

Does This Privacy Policy Cover Practices on Third-Party Websites?

Our Websites may contain links to other third-party Websites, which may have private policies that differ from our own. We are not responsible for the activities and practices that take place on these Websites. Accordingly, we recommend that you review privacy policies posted on any third-party Website that you may access through our Websites.

Will There Be Changes to This Privacy Policy in the Future?

Privacy laws and guidelines are part of a constantly changing environment. We reserve the right, at our own discretion, to change, modify, add, or remove portions of this Privacy Policy at any time. We recommend that you revisit this Privacy Policy periodically to ensure that you are aware of our current privacy practices. Your continued use of our services following any changes signifies your acceptance of these changes.

Can I Access My Information?

If you would like to access or change any contact information such as the email address, emergency address, or phone number you have provided to us, please contact us at gday@convoaustralia.com. You may also change your information by using the app by contacting us at “Support”.

How Can I Contact Convo?

If you have any questions or concerns about this Privacy Policy, you can contact us at gday@convoaustralia.com.