

PRIVACY POLICY

About this document

Summary: This explains what personal information we collect and how we use it.

This Privacy Policy tells you what information we collect, why we collect it, and how we keep it safe.

1. What information we collect

Summary: We collect information you give us and information the platform gathers automatically.

We may collect:

- your name and contact details
- your payment information
- your device and browser details
- information about how you use the platform
- other information needed to provide our services

You do not have to give us personal information, but if you do not, we may not be able to provide the full service.

2. Personal Information and Sensitive Information

Summary: Personal Information identifies you. Sensitive Information is private health or personal data.

- **Personal Information** is anything that can identify you.
- **Sensitive Information** includes health details, background, or other private information.

We only collect Sensitive Information with permission or when allowed by law.

3. How we collect information

Summary: You give us information directly, and we collect some automatically.

We collect information when you:

- enter details into the platform
- contact us
- use the website or app

We may also use cookies. You can turn cookies off, but some features may not work.

4. Why we collect information

Summary: We collect information to run Hai Helper and communicate with you.

We use your information to:

- provide and improve the platform
- answer your questions
- market our services
- send updates you would expect to receive
- work with service providers who help us run Hai Helper

You can unsubscribe from marketing at any time.

5. AI Data

Summary: We use your AI interactions to make the AI work and improve it.

We may use:

- your chat interactions
- your inputs to AI tools

We only use this information to operate and improve the AI.

We do not use identifiable personal information to train external AI systems unless you agree.

6. Keeping your information safe

Summary: We protect your information and you can ask to access or correct it.

We store your information securely.

You can ask to:

- access your information
- correct your information

We usually keep records for at least seven years.

7. Sharing information with others

Summary: We share information only with trusted partners who help us run Hai Helper.

We may share your information with:

- hosting providers
- payment processors
- AI technology partners
- trusted contractors

They must follow privacy laws and protect your data.

8. Complaints

Summary: You can contact us or the OAIC if you have privacy concerns.

- Email us if you are worried about privacy.
- We will investigate your complaint.
- If you are not happy with the result, you can contact the Office of the Australian Information Commissioner (OAIC).

9. Contacting us

Summary: Use this email for privacy questions.

Email: privacy@haihelper.com.au