

MOBILE ID LAB PRIVACY POLICY

INTRODUCTION

Welcome to the Mobile ID Lab website at www.mobileIDlab.com.au (“Site”). The Site is owned and operated by Cardserv ID Pty LimitedT/A Mobile ID Lab (A.B.N. 56 630 933 701) (“Mobile ID Lab”, “We”, “Our” and “Us”).

- Please read this Privacy Policy carefully. By accessing or using the Site as a Customer of Mobile ID Lab you become a user of the Site (“User”).
- As a User of the Site you agree that you have read and understood this Privacy Policy and that you agree to be bound by its terms.
- This Privacy Policy explains the personal information protection practices of Mobile ID Lab.

WHAT INFORMATION WE COLLECT & HOW WE USE YOUR PERSONAL INFORMATION

Mobile ID Lab is committed to protecting the privacy of all information collected, and will not use any information which it collects in connection with the Site or its Users other than as disclosed herein, or at the time of collection.

- We collect personal information such as name, email, address, date of birth, photo ID or mobile telephone numbers for the purposes of issuing a digital ID card to your End User's mobile device. An End User is any individual that is a student, member, staff, contractor, employee, customer, authorised holder or the like of you, the User, and has agreed to have a digital ID issued by you, the User, to their End User mobile device.
- In some instances Mobile ID Lab may collect your financial details for the purposes of paying for your subscription to the Mobile ID Lab service.
- Mobile ID Lab will use its best efforts to ensure that (other than as set out herein) any personal information of the User will not be disclosed to any unrelated third parties and authorities, unless it is required to do so by law or other regulation.
- Mobile ID Lab will only retain personal information of End Users as long as is required to fulfil the purpose of the subscription service by the User for issuing digital IDs to End User mobile devices. All subscriptions to Mobile ID Lab will have a specified end date at which time the Digital ID will cease to exist on End User devices. After 30 days of the expiration of a subscription period all personal information will be purged.

WHERE USER'S PERSONAL INFORMATION IS STORED

The User agrees that information they have entered into the Site shall be stored in Mobile ID Lab database which is stored on the Google cloud.

- End User personal information may be stored by our web hosting company which may be based abroad. By submitting your End User personal information to Mobile ID Lab, you expressly agree and consent to the disclosure, transfer, storing or processing of your personal information outside of Australia. Mobile ID Lab shall take reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.
- Mobile ID Lab does not retain access to End User personal information.
- While this information will not be disclosed to any third party other than in accordance with this Privacy Policy, Mobile ID Lab shall not be held responsible for the consequences of any third party hacking attempts which are outside the reasonable control of Mobile ID Lab that may result in End User information being disclosed.

USER'S RIGHT TO ACCESS AND UPDATE PERSONAL INFORMATION

- A User is entitled to request access to personal information held by Mobile ID Lab that belongs to that User. It is the User's responsibility to keep their information up to date at all times. If we deny you access to your personal information we will tell you why.
- You can access and change most of your personal details by logging onto your account on the Site. Should you encounter any issue with accessing your personal information, please contact us via the contact details set out below.
- No data is being saved with the third party Microsoft Azure, The image of the user is being securely saved on our firebase storage server. Whenever we authenticate any user via Face recognition. As we're providing secure digital ID solution. We need to prevent our user's data from being duplicated that's why we store the user's current image and the stored image to Microsoft Azure for face comparison to know the accuracy."

SECURITY

- Mobile ID Lab aims to ensure the security, integrity and privacy of any End User information that may be personally identifiable. We employ a variety of security measures including domain control validation, up to 256-bit encryption, 2048-bit root and firewall protection. Unfortunately, however we cannot guarantee secure data transmission over the Internet,

however we will use our best endeavours to promptly notify you in the event that we believe any of your personal information has been compromised and take all reasonable steps to rectify any such issues.

COOKIES

- Cookies are data that a web site transfers to an individual's hard drive to facilitate your access and use to the Site. Cookies are used to track usage patterns and to compile data in order to target and improve content. To disable the use of Cookies, there is an option in your browser that allows you to deny or accept the Cookies feature. Please note that there are some functions, such as merchandise transaction that will require this feature to be on.

CHANGES TO OUR PRIVACY POLICY

- Mobile ID Lab reserves the right to alter, modify, add to or change in any way, any provision of this Privacy Policy and may, in its absolute discretion, limit or expand the services available via the Site without giving prior notice to Users.

COMPLAINT HANDLING & CONTACT US

If you have a complaint about our Privacy Policy or the handling of your personal information you can lodge a complaint via [the](#) email set below and we will consider your complaint and contact you within a reasonable timeframe to attempt to resolve your complaint.

- If you have any complaints or queries about this Privacy Policy please contact us at: admin@mobileIDlab.com.au.