

Privacy Statement

Thunderbird Data Management App

1. Introduction and Scope

The Thunderbird Data Management App enables users to keep records and monitor weights, EIDs and VIDs relating to their animals.

Thunderbird collects your personal information to respond to enquiries, for marketing (with your consent), for technical support and repairs.

This Privacy Statement applies to the Thunderbird Data Management App, and supporting Cloud Services, supplied by Thunderbird Ag P/L.

2. How to Reach Us

Contact us via privacy@thunderbird.net.au or by calling +61263723600 or write to Privacy Officer, Thunderbird Ag P/L, 11 Industrial Ave, Mudgee, NSW 2850.

3. Personal Information, Collection and Uses

- 3.1 What is personal information?
- Personal Information is information about an identifiable individual.

- 3.2 How we collect personal information.
- We collect your personal information that you provide to us when you register the App for our Cloud Services.
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- 3.3 Marketing agencies
- We do not share your personal information with marketing agencies. Your information will not be sold, exchanged, transferred, or given to any other company for marketing purposes.
- We may share your personal information with Thunderbird partners in your region provided you have consented to this.
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- 3.4 Third-party service providers
- Your personal data is securely processed by Gallagher Group Limited and stored by Amazon AWS Cloud Services.
- When you receive an email and push notification it will be routed through Amazon and/or the Google, Firebase, and Apple servers.
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- 3.5 Situations where we process your personal information.
- - 3.5.1 Registration of your account with the Thunderbird Data Management App
 - Registration will involve you providing your First Name, Last Name, and email address. Your location is auto detected from your IP address to enable features for your region and to select the right language.
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 - 3.5.2 Log data and troubleshooting

- The App will collect logs to assist in troubleshooting should an error occur. This includes information about your activity and may contain information regarding your IP address, and application request logs (for troubleshooting).
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- 3.5.3 Broadcast notifications and message handling
- The App will allow you to receive push notifications to your device so you can be informed of relevant, sometimes pre-defined, data points regarding varying aspects of your App Services.
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- 3.5.4 Cookies and Google Analytics
 - Whenever the Thunderbird Data Management App communicates with the Thunderbird Cloud Services, in order to provide you services and to enable us to improve our products, we send the following information to Google and Amazon. Google and Amazon are our data processors in this case. Thunderbird may also use this information in aggregated and anonymised fashion to provide customised services for your region.
 - Mobile device operating system (e.g. iOS or Android)
 - Operating system version (e.g. iOS 11.4.1)
 - Installed version of the mobile app (e.g. 11.0.0.74)
 - The last time your device connected to Thunderbird Cloud Services.
 - Anonymised IP address will be used in Google Analytics.
 - The title of the app pages visited, and the actions performed are stored in aggregated and anonymised form.
 - Although your IP address is sent, we do not store it. We store only the most recent copy of this information in the cloud, and we do not store history of your connections over time.

4. Your Privacy Choices

We are processing your personal information to provide you a subscribed service. You can tailor marketing preferences, and you may tell us you do not want any marketing contact.

You can turn off cookies on your phone by opting out in your account setting.

You may access the personal information we hold about you.

You may ask us to correct any errors or delete any information we have about you.

You may opt out of any further contact from us.

To protect your privacy and the privacy of others we may have to verify you are who you say you are before we can give you access to, or change, information about you.

5. Cookies, Google Analytics, Web Beacons and Other Technologies.

Cookies are small text files that are placed in your browser by the websites you visit. They are widely used to help users navigate websites efficiently, to perform certain functions on the sites, and/or to provide site owners with information about how their sites are used.

We use cookies on our site where they are required for particular features to work – for example, if you are a logged in user, to allow you to remain logged in whilst you complete certain tasks.

Web Google Analytics cookies

We use tracking cookies with Google Analytics tool to analyse non-identifiable web traffic data to improve our services. This data is aggregated and cannot personally identify you. If you prefer, you can opt out of the Google Analytics tracking cookies without affecting your ability to use our apps.

Google Analytics for Firebase

Our phone apps use Google Analytics for Firebase to analyse non-identifiable app traffic data to improve our services. This data is aggregated and cannot personally identify you. If you prefer, you can opt out of this without affecting your ability to use our apps.

6. Cross-Border Transfers

We use cloud services from Amazon AWS on computer systems, hosted in Australia, for which we rely on Standard Data Protection Clauses) to confirm the appropriate safeguards.

7. Children's Privacy

Our Service does not target anyone under the age of 16 ("Children").

We do not knowingly collect personally identifiable information from children under 16. If you are a parent or guardian and you are aware that your Children has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from a child under age 16 without verification of parental consent, we take steps to remove that information from our servers.

8. Data Retention

Thunderbird Cloud Services		
Your first name	While you are subscribed to the service plus 1 year or on request.	3.5.1
Your last name	While you are subscribed to the service plus 1 year or on request.	3.5.1
Your email address	While you are subscribed to the service plus 1 year or on request.	3.5.1
Location details	While you are subscribed to the service plus 1 year or on request.	3.5.1
Log data (on device)	Collected. User can request Gallagher to remove any non-anonymised log data.	3.5.2.
Your system messages	Collected stored in Google and Apple	3.5.3
Cookies, Google Analytics	Anonymised data Collected and stored in Google, Thunderbird cloud.	3.5.4

Thunderbird Cloud Services		
IP address	Collected in logs for troubleshooting stored in Thunderbird Cloud	3.5.4

9. Information Security.

Thunderbird takes cybersecurity seriously. We intend to protect your personal information and to maintain its accuracy. Thunderbird implements reasonable physical administrative and technical safeguards (such as system monitoring and encryption) to help us protect your personal information from unauthorised access, use and disclosure. We restrict access to your personal information to those employees who “need to know” it to provide services to you. In addition, we train our employees about the importance of confidentiality and maintaining the privacy and security of your information. We commit to taking appropriate disciplinary measures to enforce our employees' privacy responsibilities. We also require that our suppliers protect personal information from unauthorised access, use and disclosure.

10. Complaints.

In many countries, you have a right to lodge a complaint with the appropriate privacy or data protection authority if you have concerns about how we process your personal information.

We aim to resolve complaints quickly and informally. If you wish to proceed to a formal privacy complaint, we will need you to make your complaint in writing to our Privacy Officers, as above. We will then acknowledge your formal complaint within 10 working days.

If you are not satisfied with the responses from your site or from us you may contact the appropriate national privacy authority.

11. Changes and Updates to this Privacy Statement.

This Statement is effective from 31 March 2023 and supersedes all previous notices or statements regarding our privacy and data protection practices and the terms and conditions that govern the use of the Thunderbird Data Management App suite.

We recognise that privacy and data protection is an ongoing responsibility, and so we review this Statement regularly and will update it from time to time as we undertake new practices or adopt new policies.

You should regularly check the current Privacy Statement that is in effect and any updates we have made. We reserve the right to amend our Privacy Statement at any time, for any reason, without notice to you, other than linking the updated version from the App.