

Thunderbird Privacy Statement

Introduction and Scope

At Thunderbird, we value your privacy and are committed to protecting your personal information in compliance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Statement explains how we collect, use, disclose, and store your personal information across all our services, including our mobile applications and cloud services.

Personal Information We Collect

We may collect the following personal information:

- Name
- Contact details (e.g., email address, phone number, and mailing address)
- Location details (auto-detected via IP address)
- Information related to your use of our services (e.g., logs, application activity, device details, cookies, and analytics data)

How We Collect Your Personal Information

1. **Direct Collection:**
 - Through forms, emails, phone calls, or our website
 - During registration or use of our mobile applications
 2. **Automatic Collection:**
 - Through cookies, analytics tools, and application logs
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Purpose of Collection

We collect, use, and disclose your personal information to:

- Provide our products and services, including the Thunderbird Data Management App
 - Improve our services, website, and customer experience
 - Communicate with you and respond to your inquiries
 - Offer technical support and troubleshoot issues
 - Send notifications and updates via push notifications
 - Conduct marketing with your consent
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Third-Party Service Providers and Overseas Disclosure

Your personal data is securely processed by third-party providers, including:

- **Amazon AWS Cloud Services** (data storage and processing in Australia)
- **Google Analytics and Firebase** (aggregated data for analytics and app improvements)
- **Gallagher Group Limited** (technical support and services)

Emails and push notifications may be routed through Amazon, Google, Firebase, and Apple servers. Thunderbird ensures compliance with appropriate data protection safeguards for cross-border transfers.

Data Retention

We retain personal information only as long as necessary, including:

- For the duration of your subscription plus one year, or until requested otherwise
 - Log data for troubleshooting, stored temporarily
 - Anonymised data for analytics, stored securely
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Your Privacy Choices and Rights

You have the right to:

- Access, correct, or delete the personal information we hold about you
- Opt out of marketing communications
- Disable cookies and tracking in your app settings

To exercise these rights, contact us at: **Email:** privacy@thunderbird.net.au

Phone: +61 2 6372 3600

Mail: Privacy Officer, Thunderbird Ag P/L, 11 Industrial Ave, Mudgee, NSW 2850

Security Measures

Thunderbird employs robust security measures to protect your personal information, including:

- Encryption in transit and at rest
 - Access controls for employees and partners
 - Regular training on data protection and privacy
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Children's Privacy

Our services do not target children under the age of 16. We do not knowingly collect personal information from children. If we discover such information has been collected, we will promptly delete it.

Complaints and Updates

We aim to resolve complaints informally and promptly. To file a formal complaint, contact our Privacy Officer. If unresolved, you may escalate your concerns to the appropriate national privacy authority.

This Privacy Statement is effective as of **14 Jan 2025** and will be updated as needed. Please review it regularly for changes.**

Thank you for trusting Thunderbird with your personal information.