



Spriggy MOBILE

Spriggy Mobile Privacy Collection Statement

Last updated 12 December 2024

Rivva Mobile Pty Ltd ABN 35 674 423 333 (**Spriggy, we, us**) is committed to protecting your privacy and to compliance with the Privacy Act 1988 (Cth). If you have any questions relating to this Spriggy Privacy Collection Statement (**Statement**) or your privacy rights, please contact us.

This Statement applies if you're a Spriggy Mobile customer, use any of the Spriggy Mobile products or services (including accessing our website or mobile application in connection with Spriggy Mobile or the purchase of a refurbished mobile device or other item), or otherwise interact with us. This Statement explains how we handle your personal information and applies to the personal information of both parents and/or guardians and their children who may use our products and services. If you do not provide the information, we may not be able to provide you with our services.

You should also be aware that:

- the Spriggy Mobile plans and the associated mobile service is provided by Fastter Pty Ltd trading as Spriggy Mobile (ABN 39 667 581 740) and/or its related entities (**Spriggy Mobile**). If you become a Spriggy Mobile customer, you enter into a direct contractual relationship with Spriggy Mobile and are subject to separate terms. You can access copies of these terms at www.spriggy.com.au/mobile/terms.
- any refurbished mobile devices or other related goods that may be available for purchase via our website or mobile application from time to time are sold by Moorup Technology Pty Ltd (ABN 66 628 238 951) (**Moorup**). If you purchase a refurbished device or other item, you enter into a direct contractual relationship with Moorup and are subject to the Terms of Sale accessible at www.spriggy.com.au/mobile/terms/online-store-terms-of-sale.

Personal information we collect

The types of information that we may collect about you include:

- contact details, such as your name, postal address, email address and phone numbers;
- identity information, such as your date of birth, driver's licence details, passport details or medicare number;
- financial information, such as payment information;
- information about your activity on our websites and mobile applications;
- technical information about your device; and
- your device's contact list (if you choose to sync this via the Spriggy app).

We may also collect information about how you use the Spriggy Mobile products and services, such as:

- information about your use of Spriggy Mobile products and services, including your use of the mobile service network provided by Spriggy Mobile, Spriggy Mobile customer services and the Spriggy app;
- browser or device information such as location information, IP addresses, cookie IDs, advertising IDs and other unique identifiers, as well as content and service metrics;
- other device specific information (including electronic SIMs) such as the hardware model, operating system, non-resettable device and service identifiers, and mobile network information. This can include information about your network location, device location, and call frequency and duration;
- data relating to your administrative use of the Spriggy Mobile services, such as account and payment information.

How do we collect your personal information?

We will generally collect most personal information about you directly from you, such as electronically through the sign-up form or otherwise in the mobile application. However, in some cases, we may receive your personal information from another person (for instance, we may receive personal information about the child from their parent or guardian).

We will also collect personal information about you when you interact with us or our online platforms, such as when you visit our website (via cookies) or use our mobile application.

We may also collect personal information about you from third parties, such as from our Spriggy group entities, from Spriggy Mobile, or from our other service providers and partners.

Why do we collect your personal information?

We will collect, handle and use your personal information so that we can:

- provide you with our services, including providing you with access to our mobile application;
- communicate with you and manage our relationship with you;
- enable Spriggy Mobile to provide the Spriggy Mobile plan(s) and the associated mobile service(s) to you;
- enable Moorup to fulfil any order placed by you and provide you with associated customer services;
- notify you of any products, services or special offers that may be of interest to you;
- tailor, personalise and improve our products and services;
- protect our legal rights and resolve disputes or complaints; and
- comply with our legal obligations.

If you choose to sync your device's contact list, the call history information shown in the Spriggy app for the mobile service provided to you by Spriggy Mobile will show whether an incoming or outgoing call was from/to a person that is in your contact list (as available). You can choose, at any time, to change your mind and stop syncing your contacts by updating your device settings. We may also receive your information if a Spriggy Mobile customer syncs their contact list which includes your information.

Sharing your information

If you sign up for a mobile plan, we will share your personal information with Spriggy Mobile to enable Spriggy Mobile to provide the Spriggy Mobile plans and the associated mobile service to you. You can see Spriggy Mobile's privacy policy at www.spriggy.com.au/mobile/terms/privacy-policy.

If you purchase a refurbished mobile device or other goods from Moorup, your personal information will be shared with Moorup to enable Moorup to fulfil the order and provide associated customer services to you. You can see Moorup's privacy policy at www.spriggy.com.au/mobile/moorupprivacy. Orders for any such items via our mobile application or website are powered by the Shopify platform, you can learn more about how Shopify manages your personal information at www.shopify.com/au/legal/privacy/app-users. Spriggy also uses Stripe Payment Australia Pty Ltd (ACN 160 180 343) ("Stripe") for payment services in connection with these orders. Stripe may collect personal information including via cookies and similar technologies. The personal information Stripe collects may include transactional data and identifying information about devices that connect to its services. Stripe uses this information to

operate and improve the services it provides to us, including for fraud detection, loss prevention, authentication, and analytics related to the performance of its services. To provide these services to Spriggy, Stripe shares personal information (including your payment method information e.g. the last 4 digits of your card number and expiration date) with Spriggy. Stripe may update your payment method information (and share this updated information with Spriggy) if your information has changed or been updated to ensure your transactions go through smoothly, including by working with your card issuer. You can learn more about Stripe and its processing activities via its privacy policy at www.stripe.com/privacy.

We may also share your information with other third parties such as our agents, contractors or third party service providers to enable them to provide administrative and other support services to us. Sometimes these third parties are overseas and we may transfer personal information overseas for the purpose of operating the services we provide to you, to jurisdictions with a comparable privacy regime in place. At the current time these overseas jurisdictions are primarily the United States, Europe and the United Kingdom.

We may also share your personal information within the Spriggy group.

Where Spriggy provides you with links to third party websites or services, we are not responsible for the content or privacy practices associated with those sites and do not have control over those sites. You should review any privacy policies of those third parties for further information on their privacy practices.

What if you don't want to provide us with your personal information?

You may choose not to provide us with your information. However, if you do not want to provide us with your personal information, we may not be able to provide you with the relevant Spriggy products or services.

Protecting your personal information

We take reasonable steps and precautions to keep personal information secure from loss, misuse, and interference, and from unauthorised access, modification or disclosure.

Where information is no longer required to be held or retained by Spriggy for any purpose or legal obligation, we will take all reasonable steps to destroy or de-identify the information accordingly.

If at any time you wish to access or seek correction of the personal information that we hold about you, please contact us at mobile@spriggy.com.au and we will take reasonable steps to attend to this request, unless there is a requirement for the information to be held or retained to comply with our legal obligations or as may be permitted by law.

If you have a complaint relating to our compliance with privacy laws or our treatment of your personal information, please contact our Privacy/Data Protection Officer via email to mobile@spriggy.com.au.

We will investigate your complaint and endeavour to resolve the issue to your satisfaction. If you are not satisfied with the outcome of your complaint, you have the right to lodge a complaint with the Office of the Australian Information Commissioner by telephoning 1300 363 992 or visiting their website at www.oaic.gov.au.

If you have a complaint about how your mobile service provider has managed your personal information, such as your contact details, you may also make a complaint to the Telecommunications Industry Ombudsman by telephoning 1800 062 058 or visiting their website at www.tio.com.au.

For more information about how Spriggy generally handles personal information, please refer to the Spriggy Privacy Policy available at www.spriggy.com.au/terms-and-privacy/privacy-policy. For the avoidance of doubt, this Statement does not apply to the extent that we handle your personal information as a customer of a Spriggy Pocket Money, Spriggy Schools or Spriggy Invest product, and you should refer to the Spriggy Privacy Policy if you wish to understand how your personal information is handled in those contexts.

Changes to this Statement

We may, from time to time, update this Statement. The latest version is available at www.spriggy.com.au/mobile/terms and you should check the Statement periodically.