Informing residents. **Progressing** waste and recycling.

Privacy Policy

Impact Apps prioritises the privacy of any users of its apps. Personal information captured through the use of our apps is kept to a minimum and is limited to the information, entered voluntarily by a resident, and necessary for operation of the app. All information captured is stored on a secure server.

The device ID for each phone that downloads the waste and recycling app is captured and stored to allow Council to send push notifications to users of the app. When using the waste and recycling app, a resident will enter their address to obtain the correct recycling and waste services information for their address. The address entered is associated with the stored device ID.

For residents electing to submit a form to Council from the app, the details the resident provides are emailed to Council and stored on the app's Content Management System (CMS) to provide a log for Council to respond to and back up in the event that the email sent to Council is not transmitted. The CMS is stored on a secure server.   Impact Apps and Council are the only approved entities to access the app CMS and its content.

The app does make use of third party service providers for specialist functions such as push notifications and SMS transmission. Council may decide to install google analytics on its app. In these instances the privacy policy of Google Analytics should be read independently. A list of the third party service providers used in the operation of our waste and recycling apps can be provided upon request.