

# Privacy policy

Wofo manages the information that we collect from you in accordance with applicable privacy legislation. In this Policy, "Wofo", "we", "our" and/or "us" means Wofo Limited, a New Zealand company.

This Privacy Policy describes how Wofo collects, uses, shares and handles your personal data, and sets out the rights and obligations that both you and Wofo have in relation to your personal data. Country specific terms in Appendix A shall also apply to this Privacy Policy.

By accessing [www.Wofomedstaff.com](http://www.Wofomedstaff.com) , [www.medstaff.co.nz](http://www.medstaff.co.nz) or our mobile application (together, the "Services") you accept and agree to the Terms and Conditions of Wofo's user agreement ("User Agreement"), and acknowledge that your personal data may be collected, used and disclosed in accordance with this Privacy Policy. Except for any terms that are defined in this Privacy Policy then all other defined terms shall have the same meaning as that defined in the User Agreement. Note that under Wofo's Terms and Conditions, you must not use the Services if you are under 18 years old.

Wofo may, from time to time, modify this Privacy Policy (and update the web page on which it is displayed). If we materially change the ways in which Wofo uses or shares your personal data previously collected from you through the Services, Wofo will notify you through your Wofo account, your registered email address or other communication. You should check that account regularly.

## 1. Collection of Your Personal Data

### Information we collect directly from you:

Wofo collects personal data when you pre-register with Wofo. This includes your full name, email address and location. In circumstances where the below information is not provided to us, we may be unable to provide the Services to you and carry out our contractual obligations with you.

Wofo collects personal data when you register with Wofo. This includes:

- your name, address, email address, phone number and other contact details;
- your birth date and gender;
- ABN if in Australia
- NDIS number if in Australia

- Police or vaccination history if required in your region
- GST number if in New Zealand
- your location and the location where you are interested in performing duties as described in your profile; and
- your work experience, resume, qualifications, education, shift history and feedback on our platform, income from the platform, skillset, and other information relevant for your fitness for tasks.

To enable us to improve our existing services, to create new service features, and to serve you and others with targeted marketing communications, Wofo collects information about the way you use the Services, including the transactions you enter into on the Services, your feedback rating (including any references requested using our 'Reference' feature), the bids you make, the comments you post, and the transactions you enter into with our valued affiliate service providers.

You may apply through our job application submission form provided by a third-party service provider. If you do so, we collect the information you make available to us through your application submission, such as your resume, links to other online profiles, and other information you choose to provide.

### **Information we collect automatically when you use the Services**

Wofo may also receive and record the following information from your internet browser and computer, including through cookies and similar technologies, when you use the Services:

- Computer and connection information such as statistics on page views, traffic to and from the Services, referral URL, IP address, unique device ID, browsing history and web log information; and
- Information about your use of the Services, including the date and time you visit the Services, the areas or pages that you visit, the amount of time you spend viewing or using the Services, the number of times you return to the Services, other clickstream or website usage information, and emails that you open, forward or click-through to the Services.

If you use a location-enabled Wofo service, if you allow us, we receive and process information about your precise location (for example, through GPS signals sent by your mobile device). We may also collect the precise location of your device when the app is running in the foreground or background or when the app is closed. We may also use a range of different technologies to confirm your location. When you use the Services, we also infer the general location of your

device and the geographic regions our users come from. For example, your IP address may indicate your general geographic region.

For more information on how we use cookies and other similar tracking technologies, please see the section on Cookies and Similar Technologies below.

### **Information we obtain from other sources**

We work with third party verification providers to perform police history checks or background checks on users and receive publicly available information such as court decisions.

We may also receive additional information about you from third parties such as data or marketing partners and combine it with other information we have about you.

### **What other information users can see about you**

You are not anonymous to us when you log into the Services or post any content (including shifts, comments or feedback) on the Services or any associated forum.

Wofo does not in any way control, and does not accept any responsibility or liability whatsoever for, the disclosure or use of personal data which is voluntarily posted by you in a publicly accessible area of the Services.

## **2. How We Use Your Personal Data**

Wofo may use the information we collect for the following purposes:

#### **Identification and authentication**

Legal ground(s) for use: We need to perform this function in order to allow you to access the Services.

#### **To protect Wofo and the users of the Services**

Legal ground(s) for use: It is in our (and users) legitimate interests to ensure that the Services are secure.

#### **To improve the Services and develop new service features**

Legal ground(s) for use: We need some of your personal data in order to provide the services to you; it is in our legitimate interests to provide you the best possible services.

**To provide, maintain and protect the Services and to verify the identity of authorised users of the Services**

Legal ground(s) for use: We need to perform this function in order to provide a safe and secure environment for our users and we have legitimate interests in protecting the integrity of the Services we offer.

**Providing your information to a user with whom you have or had a contract facilitated by Wofo**

Legal ground(s) for use: We need to use your personal data in this way to provide the Services you request.

**As required by law, order of a court, tribunal or regulator or if Wofo reasonably believes that the use or disclosure of the information is reasonably necessary for enforcement related activities**

Legal ground(s) for use: On such occasions, we are required by law to process your personal data.

**To ensure that Wofo receives payment of the fees due to it**

Legal ground(s) for use: We need to use your personal data in this way to fulfil a contract between you and us.

**To contact you to inform you about promotions or upcoming changes or improvements to the Services**

Legal ground(s) for use: We only contact you for marketing purposes with your consent; we may contact you regarding changes in the Services because it is in our legitimate interests to keep you informed about service changes that may affect you. See section below for further detail about marketing.

**To contact you to administer our User Agreement**

Legal ground(s) for use: For example, we may notify you of a breach, or action a request for a take down notice in response to a claim of copyright infringement.

**To conduct research**

Legal ground(s) for use: It is in our legitimate interests to improve the Services through user questionnaires and feedback requests via the Services.

**To expand our user base, including marketing communications to be targeted to potential users**

Legal ground(s) for use: It is in our legitimate interest to inform potential users about the Services we offer.

**To develop our relationships with affiliate service providers and provide or arrange internal or external verification services obtained by you via the Services**

Legal ground(s) for use: It is in our legitimate interests to engage service providers and verification services.

**To generate data reports on an aggregated, non-personally identifiable basis, for both internal and third party use, but subject to any applicable laws (for example, we may show advertisers or investors trends relating to the general use of the Services); and**

Legal ground(s) for use: It is in our legitimate interests (and the interests of our partners and affiliates) to understand how you and other users engage with the Services.

**Your contact information may also be used for accounting, invoicing and billing purposes, marketing purposes, by third party service providers to Wofo, and to respond to any enquiry you make**

Legal ground(s) for use: It is in our legitimate interests to engage service providers to assist us in delivering the Services you request.

**When you contact Wofo, we may keep a record of the communication(s) between you and Wofo to help resolve any issues you might have**

Legal ground(s) for use: We retain information when we are required to do so by law and because it is in our legitimate interests to protect our legal rights.

**If other user(s) of the Services already have your userID (or other information identifying you), and you have chosen to upload a photo or other personal data to your Wofo account, we may show those user(s) that personal data**

Legal ground(s) for use: We display your photo to other users who have your userID only with your consent, which you supply by uploading your photo.

The Services allow you to review your experience dealing with others on the Services, who may in turn leave reviews about you. We compile these reviews to provide an aggregate rating for each user, which will publicly appear along with your profile. Please be aware that other users may rely on this rating when deciding whether to engage with you.

**We (or our service providers on our behalf) may use your name, street address, email address, phone number, and data collected from cookies and similar technologies about how you use the Services (including tasks created and certain actions taken on the site) to conduct data analytics, including the creation of look-alike audiences. We use the results of data analytics for marketing, product and service development, and policy development.**

We do not use sensitive information for data analytics.

### **3. Cookies and Similar Technologies**

Wofo uses cookies and similar tracking technologies for a number of purposes including to access your information when you sign in, keep track of your preferences, direct specific content to you, report on Wofo's user base, and to improve Wofo's services. We also use cookies or anonymous identifiers when you interact with our affiliate service providers (for example, when you integrate your Wofo account with your Facebook profile) and as further described below.

We use the following types of cookies and similar technologies:

#### **Strictly Necessary Cookies**

We use cookies and similar technologies that are necessary to the operation of the Services. This includes technologies that allow you access to our website, services, mobile app or that are required to identify irregular site behaviour, prevent fraudulent activity and improve security, or that allow you to make use of our functions such as saved search or similar functions;

If you change the settings on your internet browser to block or restrict cookies (including cookies associated with the Services), or to indicate when a cookie is being set by Wofo, the Services may not work as intended. You should remember that, while you may still be able to use the Services if your cookies are disabled, the Services may not function properly on your device and you may not be able to take advantage of certain Wofo features.

#### **Functionality Cookies**

We use cookies and similar technologies that allow us to offer you enhanced functionality when accessing or using the Services. This may include identifying you when you sign into our website, keeping you signed in as you browse or keeping track of your specified preferences, interests, or past items viewed so that we may enhance the presentation of content on our website and mobile app.

#### **Performance Analytics Cookies**

We use cookies and similar technologies to assess the performance of the Services. We use this information to analyse and help us understand how you and other visitors use the Services so we can improve the content or layout of the Services. We also use this information to track the number of our visitors and analyse the popularity of the features we offer.

#### **Browser and System Controls**

You may set your browser or operating system to limit certain tracking or to decline cookies, but you may not be able to use certain features on the Services

which require such cookies. Each browser and operating system is a little different, so please check your browser or operating system's settings or help section to learn more about how to delete or disable cookies and tracking.

#### **4. How We Share Your Personal Data**

Wofu may disclose the information We collect from you as follows:

- **Wofu Affiliates.** We may share your personal data with our affiliated companies.
- **Service Providers.** We share your personal data with third party service providers that provide business, verification, professional or technical support functions for us, help us operate our business and the Services, or administer activities on our behalf.
- **Sharing Between Users.** We may share information, such as ratings and reviews about you, with other users who are looking for taskers on the Services.
- **Sale or Transfer of Business or Assets.** In the event that we, or any of our businesses, are sold or disposed of, whether by merger, sale of assets or otherwise, or in the event of insolvency, bankruptcy or receivership, your personal data may be one of the assets sold or merged in connection with the transaction.

#### **5. Security**

Your account is protected by a password for your privacy and security. We take reasonable steps to protect your personal data from unauthorized access, use and disclosure, however we cannot guarantee the absolute security of that information, or that our systems will be completely free from third party interception or are incorruptible from viruses. We cannot and do not guarantee that information you send from your computer to us over the Internet will be protected by any form of encryption (encoding software). In light of this, we cannot and do not ensure or warrant the security or privacy of your personal data, including payment and account details. You transmit your personal data to us at your own risk. You are entirely responsible for maintaining the security of your passwords and/or account information.

#### **6. Third Parties**

#### **7. International Transfers**

When you use the Services, some of your personal data may be transferred to other Wofu group companies (such as our headquarters in New Zealand

## **8. Marketing**

When you register on the Services you may be given the opportunity to elect ("opt-in") or decline ("opt-out") to receive updates on our latest services, news and special offers, and those of our valued affiliate service providers ("Marketing Material"), via your Wofo account, personal e-mail address, post or telephone. If you conclude a transaction on the Services, you may also be given the opportunity to opt- in to receive Marketing Material from Wofo and our valued affiliate service providers.

Wofo may contact you as the result of a referral by another user of the Services who has provided us with contact information, such as your name and email address. The use of contact information received in connection with a referral will be governed by this Privacy Policy. You may, at any time, opt-out of Wofo's referral system by emailing Wofo using the contact information provided on the Services.

Wofo reserves the right to send you administrative and account-related messages even if you opt out of receiving Marketing Material.

the Services, residual copies of that information on our active servers, as well as any corresponding information on our back-up systems, may not be immediately deleted.

If you have concerns about how we handle your personal data or require further information, please email Wofo using the contact form provided on the Services. If you have unresolved complaints, you have the right to complain to a data protection authority.

Location Information. You can prevent your device from sharing precise location information at any time through your device's operating system settings.

Do Not Track. There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

## **10. Retention**

We retain your personal data for as long as is necessary with regard to the purposes for which it was collected or lawfully further processed, or for as long as may be necessary in light of our legal obligations or in order to allow us to pursue, defend or exercise legal claims.

## **11. Children's Privacy**



We do not knowingly collect, maintain, or use personal data from children under 18 years of age, and no part of the Services are directed to children. If you learn that a child has provided us with personal data in violation of this Privacy Policy, please alert us using our contact information below.

## **12. Contact us**

If you have any questions about this Privacy Policy or about the manner in which we process your personal data, please contact [support@wofo.co.nz](mailto:support@wofo.co.nz)

# APPENDIX A:

## COUNTRY SPECIFIC TERMS

### 1. Australian Privacy Terms

If You are a User who has Your Wofo Platform account in (or the Services are performed in) Australia then the following terms will also apply to or may vary this Privacy Policy, to the extent specified:

- a. a reference to 'personal data' shall also mean 'personal information' as defined in the Privacy Act 1988 (Cth);
- b. a reference to 'sensitive information' has the same meaning given to it in the Privacy Act 1988 (Cth); and
- c. if we collect, use or disclose any information from you in accordance with this Privacy Policy that is also sensitive information (such as information relating to police checks conducted on users), then we will seek consent directly from you each time we collect, use or disclose your sensitive information, including for direct marketing purposes. We will not use or disclose your sensitive information for any other purpose unless the purpose is directly related to the primary purpose for which your sensitive information was collected.

### 2. New Zealand Privacy Terms

If You are a User who has Your Wofo Platform account in (or the Services are performed in) New Zealand then this policy does not limit or exclude any rights that You have or may have under the Privacy Act 1993 (Privacy Act). For further information on this Act, please see [www.privacy.org.nz](http://www.privacy.org.nz).