



COLLECTION STATEMENT – Pathways App

Effective Date: 14 May 2026

Version: 1.0

This Collection Statement explains how we collect and handle your personal information when you use the Pathways App. It tells you what information we collect, why we collect it, how we use and protect it, and your rights regarding your information.

This is not the Privacy Policy. Flinders University has a broader Privacy Policy that applies to the whole organisation, which you can read at <https://www.flinders.edu.au/content/dam/documents/staff/policies/facilities-info-management/privacy-policy.pdf>

This Collection Statement provides information specific to the Pathways App and the types of information we collect through the app.

Acknowledgement of Country

Flinders University acknowledges the Traditional Owners and Custodians of the lands and waters on which its campuses are located, these are the Traditional Lands of the Arrernte, Dagoman, First Nations of the South-East, First Peoples of the River Murray & Mallee region, Jawoyn, Kurna, Larrakia, Ngadjuri, Ngarrindjeri, Peramangk, Ramindjeri, Warumungu, Wardaman and Yolngu people. We honour their Elders past, present and emerging.

1. Who We Are

The Pathways App is developed by Flinders University and is designed to support Aboriginal and Torres Strait Islander families in tracking and managing children's ear health. The app was co-designed with Aboriginal and Torres Strait Islander families and communities to ensure it meets your needs and respects your cultural values.

Contact Details:

Pathways App Team

Flinders University

Email: pathways@flinders.edu.au

Mail: Flinders University, Sturt Road, Bedford Park SA 5042 or GPO Box 2100, Adelaide SA 5001

2. Information We Collect

We collect personal and health information to enable you to track your child's ear health. Some of the information we collect is classified as "sensitive information" under the Privacy Act 1988, which has additional protections. This includes:



- Health information about your child (such as symptoms, medications, appointments, and ear health observations)
- Aboriginal and/or Torres Strait Islander status (racial or ethnic origin)

2.1 Parent/Caregiver Information (During Sign-Up)

- First name and last name
- Date of birth
- Gender

2.2 Child Profile Information

- Child's first name and last name
- Child's date of birth
- Child's gender
- Aboriginal and/or Torres Strait Islander status (self-identified by you)
- Postcode

2.3 Health Tracking Information

When you use the app to track your child's health, you may enter:

Notes/Observations

- Any notes or observations you type
- Time and date of the observation

Appointments

- Visit type (in-person or phone)
- Purpose of visit (ear infection, hearing test, follow-up check, or other)
- Health professional name
- Practice name
- Consultation date and time
- Any appointment notes you type
- Reminder option for the appointment

Medications

- Medication name
- What it was prescribed for (ear, nose, throat, or other)
- Administration method (ear drops, oral, topical, nasal)
- Dosage amount
- Frequency of dose
- How many days it should be taken
- First time administered
- Reminders for doses

Symptoms

- Time of onset of symptoms
- Selected symptoms (ear pain, fever, difficulty hearing, headache, dizziness, nausea, vomiting, swelling, itchiness, redness, hoarse voice, or other)
- Response to symptoms (crying, difficulty sleeping, difficulty eating/swallowing, improvement, no change/neutral, or decline)
- Severity of symptoms (mild, moderate, or severe)
- What medication the child took
- Any notes or observations you type

Important: The Pathways App is a standalone personal tracking tool. It does **not** automatically connect to, share with or send information to healthcare providers, medical systems, hospitals, clinics, or any other health services.

All information you enter stays in the app for **your personal use**. You are in complete control of:

- What information you enter and track
- Whether and how you choose to share this information with your child's healthcare providers (e.g. by showing them the app during appointments or exporting/printing information)
- Who has access to your information

The app does not provide medical advice, diagnose conditions, make treatment recommendations, or replace professional healthcare. It is designed to help you track and record information about your child's ear health for your own reference and to share with healthcare providers as you choose.

2.4 The Fact and Circumstances of Collection

We collect your information:

- Directly from you when you create your account, set up child profiles, and use the app to enter health tracking information
- Automatically through the app when you log in, save information, or use app features (such as timestamps when you log observations)
- We do not collect your information from third parties, healthcare providers, or other external sources.

2.5 Whether Collection is Required or Authorised by Law

- Collection of your information is not required by law. Your use of the Pathways App and your decision to provide information is entirely voluntary. You choose what information to enter and share through the app.

3. The Purposes of Collection

We collect this information to enable the Pathways App to function:



Health tracking information: To enable you to use the app's features – to track appointments, medications, symptoms, and observations about your child's ear health. This information is stored for your personal use and management.

Profile information (names, dates of birth, gender): To create and manage profiles for you and your child(ren) within the app.

Aboriginal and Torres Strait Islander status and postcode: You decide whether to provide this information. If provided, this information can be used to help us understand who is using the app. However, it is not required for the app to function.

For future research (only if you consent): See Section 5 below. Research use is completely optional and requires your separate consent.

Other purposes: To respond to support requests or enquiries, and to comply with legal obligations.

4. The Consequences if Personal Information is Not Collected

If you choose not to provide certain information:

- **Basic account and profile information:** Without this information (such as names and dates of birth), you will not be able to create an account or use the app.
- **Health tracking information:** You can still use the app, but it will be less useful for tracking your child's ear health. The more information you enter, the more helpful the app will be as a tracking tool.
- **Aboriginal and Torres Strait Islander status and postcode:** This information is optional and not providing it will not affect your ability to use the app.
- **Research consent:** You do not have to consent to research to use the app. If you choose not to consent, your app will function exactly the same.

5. Research – Optional Participation

You do not have to participate in research to use the Pathways App. Research participation is completely optional and will not affect the services or features available to you.

If you choose NOT to participate in research, we will not use your information for research purposes. Your information will only be used to enable the app's functionality (as described in Section 3).

If you choose to participate in research, during sign-up or at any time in your app settings, you can choose to allow us to use your de-identified information for research. This research helps identify where the health system needs to improve to better serve Aboriginal and Torres Strait Islander children.

If you consent to research, we may:

- Use your de-identified, aggregated information to understand patterns in ear health care and identify gaps in services
- Include de-identified, aggregated findings in research publications, reports, and presentations to inform health services and policymakers
- Share your de-identified information with approved research partners who follow strict privacy and ethical standards



Separately, if you also consent to being contacted for future research:

- You agree that we can use your contact details (email or phone number) to contact you about opportunities to participate in specific research studies. You can say no to any individual study, and this will not affect your use of the app or your participation in the broader de-identified research above.

Important protections if you consent to research:

- Research will only be conducted with approval from a Human Research Ethics Committee
- Your identity will be protected – research will use de-identified, aggregated information wherever possible (meaning no one can identify you or your child from the data)
- The research aims to benefit Aboriginal and Torres Strait Islander communities by identifying where health services need to improve
- If any research requires information that could identify you, we will ask for your specific consent for that particular research project
- You can withdraw your consent for research at any time (in app settings or by contacting us) without giving a reason and without affecting your use of the app
- If you withdraw consent, we will not use your information in any new research, but we may not be able to remove your de-identified information from research that has already been completed or published

6. Usual Disclosures of Personal Information

We do not share your personally identifiable information with third parties for advertising or marketing purposes.

Analytics: We analyse aggregated, de-identified data internally (by the Flinders research team) to improve the app. No personally identifiable information is shared externally for analytics purposes.

Cloud Storage Providers: We use a third party provider for secure data storage. These providers are bound by privacy agreements and do not have access to use your data for their own purposes.

Required Disclosures: We may disclose your information without your consent only when required or authorised by Australian law, such as in response to a court order or to prevent serious threats to health or safety.

7. Overseas Disclosure

Your personal information is not disclosed to overseas recipients.

8. How We Store and Protect Your Data

Storage Location: Your information is stored on secure cloud servers in Australia.

Security Measures: We have implemented security measures to protect your data from unauthorised access, alteration, disclosure, or destruction, including:



- Encryption of data at rest and in transit
- Secure cloud infrastructure with access controls
- Restricted access to authorised personnel only

Important Limitation:

However, no method of data transmission over the internet is completely secure, and we cannot guarantee absolute security.

9. Data Retention

We retain your data for as long as you use the app and have an active account. If you choose to delete your account: You can request account deletion at any time by emailing pathways@flinders.edu.au. All your data will be permanently deleted from our systems within 30 days of your request.

If you stop using the app for an extended period without deleting your account, we may contact you to confirm whether you wish to retain your data or have it deleted.

10. Your Rights

Under the Privacy Act 1988, you have the following rights regarding your personal information:

Access: You can view your information in the app at any time. You can also request a copy of all the data we hold about you by contacting us at pathways@flinders.edu.au.

Correction: You can update most information directly in the app. If you cannot update something yourself or believe information is incorrect, please email pathways@flinders.edu.au and we will correct it.

Deletion: You can request that your account and data be deleted at any time by emailing pathways@flinders.edu.au.

Withdraw Research Consent: If you previously consented to research, you can withdraw this consent at any time in the app settings or by contacting us. Withdrawing consent will not affect your ability to use the app.

Control Reminders: You can choose whether to receive appointment and medication reminders and can turn them on or off at any time in the app settings.

11. Flinders University Privacy Policy

For more information about how Flinders University handles personal information across the organisation, please refer to the Flinders University Privacy Policy:

<https://www.flinders.edu.au/content/dam/documents/staff/policies/facilities-info-management/privacy-policy.pdf>

12. Cookies and Tracking Technologies

The Pathways App does not currently use cookies or other tracking technologies.

13. Age and Use



The Pathways App is intended for parents and caregivers to track their children's ear health. There is no specific age restriction for users. The app does not provide medical advice, diagnose disease, or function as a medical tool – it is designed for personal health tracking only.

14. Changes to This Collection Statement

We may update this Collection Statement from time to time. When we make changes, we will post the updated statement in the app and update the 'Effective Date' and 'Version' at the top of the statement. If we make significant changes, we will notify you through the app or by email. We encourage you to review this Collection Statement periodically for any updates.

15. Privacy Complaints

If you have concerns about how we handle your information, you have the right to make a complaint.

15.1 Complaint to Us

Please contact us first at pathways@flinders.edu.au. We will:

- Acknowledge your complaint within 7 days
- Investigate your concerns
- Respond to you within 30 days

15.2 Complaint to the OAIC

If you are not satisfied with our response, you can make a complaint to the Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

16. Contact Us

If you have questions about this Collection Statement or how we handle your information, please contact us:

Contact Details:

Pathways App Team

Flinders University

Email: pathways@flinders.edu.au

Mail: Flinders University, Sturt Road, Bedford Park SA 5042 or GPO Box 2100, Adelaide SA 5001