

Cheese App Privacy Policy

For app users

The term “us” or “we” refers to the owner of Cheese app (Cheese Pty Ltd).

Last modified: 17 January 2020

Effective date: 17 January 2020

1. Personal data we process:

- Name, Surname, E-mail address, phone number
- Payment information
- Information about disputes
- Identification data of the device on which Cheese App was installed
- Personal data of beneficiary (Name only)

2. Purpose for collecting data

- Personal data of the app user is collected for us to communicate with the app user. Communication includes and is not limited to feedback and application updates.
- We obtain payment information to allow you to process payments for items you have bought for someone.
- Dispute data is collected on a case to case basis and is used to resolve disputes and improve service.
- Personal data of a beneficiary is collected during the use of the app. During this process a user will ask the beneficiary their name to be processed. The beneficiary will use their name to redeem the item which was bought for them.

3. Legal basis

- The Cheese App collects the user's personal information during registration and is a prerequisite for the use of the app.
- Personal data may be processed on legitimate interest grounds such as detecting fraudulent payments.

4. Recipients

- The personal information of an app user is only disclosed Cheese Pty Ltd. and Heartflow NPC authorised employees.
- Feedback given through the app will also only be available to Cheese Pty Ltd, but may also be made available to Heartflow NPC in order to help resolve potential disputes or service delivery issues.
- The name of the beneficiary will only be accessible to Cheese Pty Ltd, Heartflow NPC and partnering service providers who require the beneficiary name in order to verify their item redemption.

5. Security and access

- Any personal data collected is stored on Firebase. Only authorised employees of CheeseApp have access to the data and may only use the data to resolve issues and perform the functions of Cheese App.
- Cheese App Pty Ltd and Heartflow NPC may access and use the data to the extent necessary to provide customer support.
- For research and scientific purposes, the data is used in an anonymized and unidentified form.

6. Correction

- App users can change their information through emailing us or leaving feedback through the Cheese app.

7. Retention

- Your personal data will be stored as long as your account is active. If your account is closed, your personal data will be deleted except if the data is required to be retained for fraud prevention, dispute resolution or accounting purposes.
- Data required for accounting purposes will be stored for 7 years after the last transaction.
- If there was suspicious activity on the account or false data has been provided, the data will be stored for 10 years.
- Data regarding payment disputes will be retained until the dispute has been resolved.
- It is important to note that the de-installation of the Cheese App from one's device will not lead to the deletion of the account data.

8. Deletion

- To remove your account data, send us an email and we respond within a week. In the response we will share the deletion date.
- Within the app you can delete your card details.

9. Sharing of data

- If you would like us to share your data with you, we will be able to respond within one month and share the date on which we will be able to share this information.

10. Direct marketing

- We will only use your e-mail address for direct marketing if you have given us permission to do so.
- You can subscribe at any time from receiving direct marketing messages

11. Dispute resolution

- Disputes are resolved through contacting info@heartflow.org.za