

v4r Refugee Service Privacy Policy

HOW WE COLLECT INFORMATION

We collect information two ways:

- Information we get from your use of the app
- Information you provide to us directly (login)

Information we get from your use of the app

We collect non-personally-identifying information in order to better understand the flow of work and to debug in case of troubles, i.e. improve our app.

When you use the services, we collect potentially personally identifying information in the form of Internet Protocol (IP) addresses, time of each visit, the Uniform Resource Locator (URL) accessed, and the ID associated with the account.

This data is only for the use to improve the code and is never shared with the public. Only selected programmers will have access to this log data.

Information you provide to us directly

We store your email and password (encrypted on your phone) and know therefore when you are logged in and use the app.

Your email and passwords are only stored when you already entered them on GV by creating an account. Otherwise you can't use the app.

KINDS OF INFORMATION

Service information

The information you send us via services, e.g. that a card holder got a chai, that a card holder gets a queue slot, etc. we call **service information**.

We of course process the service information and will store it on the server. That is the idea of the app. This data is non-personal for the user of the phone but personal for the card holder. By scanning a card holder's card, we will know that the card was scanned, at which time this happened. We can then deduct where the card holder was located.

However, we can only say that the *card* was scanned. Where the card was scanned (in front of the chai shop or anywhere else) and who showed the card or even if it was a copy of the card, we don't know.

Card holder information

The **service information** is strictly confidential and is never shown in public. The app only gives information for a single card holder (via QR code) and the information is service specific.

The **service information** will only be kept for the time it is needed to run the service. E.g. if a card holder has rights for three chais per day, we delete all chai data at the end of the day. If a card holder has rights for one pair of shoes in three months, we will keep the data for three month. After that the data is anonymized and used only for statistics.

INFORMATION THAT GOES PUBLIC

The only information that goes public at present is the queue list, where a queue number – **not** the ID or the QR code of the card holder – is shown in public (website, screen).

There is no way to track a queue number to a card holder's identity.

Contact

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