

PRIVACY POLICY - IGNITION

CR Plus designed the Ignition application as a transport management system application for use exclusively by its staff and internal users. This page outlines our policies regarding the collection, use, and disclosure of personal information for anyone using our services.

By choosing to use this application, you agree to the collection and use of information as described in this Privacy Policy. The personal information we collect is used to enhance and improve the app's functionality and to meet operational requirements. We do not share your information except as outlined in this policy.

1. Information Collection and Use

To improve your experience while using our app, we may require you to provide certain personal information, including but not limited to:

- First and last name
- Address
- Email address
- GPS location
- Time zone
- Photos (captured in-app only, not accessed from your photo library)

This information is securely stored and utilized as described in this policy.

2. Location Data

The app collects precise or approximate location data from your device when enabled. Location data is captured when:

- You log in and start a trip

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- A trip is active in your "Trips" screen

Data collection ceases when you end the trip or log out. This information is used to comply with Australian transportation safety standards, optimize fleet efficiency, and ensure delivery compliance.

3. User Profile

When creating or updating your account, we collect:

- First and last name
- Email address
- Phone number
- Login credentials (username and password)

This data ensures secure access to the app and protects against unauthorized use.

4. Log Data

In case of app errors, we may collect log data, which includes:

- Device IP address
- Device name and operating system
- App configuration details
- Time and date of app use

This information helps us diagnose and fix app issues.

5. Cookies

While this app does not use cookies explicitly, it may include third-party services that use cookies to improve their functionality. You can accept or reject cookies, but refusing them might limit certain features of the app.

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6. Access and Permissions

The app requires access to the following:

- **Device Location:** To send GPS data for tracking and visibility.
- **Camera:** To capture photos for proof of delivery (in-app only).

The app does not access:

- Financial or payment information
 - Contacts or phonebook data
 - SMS or call-related data
 - Inventory of other apps on your device
 - Web browsing history
 - Microphone
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7. Service Providers

We may employ third-party services to:

- Facilitate the app's functionality
- Analyze usage for improvements

These third parties have limited access to your information and are bound to use it only for the purposes outlined above.

8. Security

All data is transmitted over HTTPS and stored securely on a cloud server hosted in a secure Azure datacenter. Access to data is restricted to authorized [client name] staff, carriers, and clients.

While we implement strong security measures, no transmission method or electronic storage is completely secure, and we cannot guarantee absolute security.

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9. Links to Other Sites

The app may contain links to third-party sites. We advise you to review their privacy policies, as we are not responsible for their content or practices.

10. Changes to This Privacy Policy

This policy may be updated periodically. Changes will be posted on this page, and we encourage users to review it regularly.

11. Contact Us

If you have any questions or feedback about this Privacy Policy, please contact us at **info@cr-plus.com.au**

Policy authorised by
Scott Lawson
General Manger (Business)
CR Plus Pty Ltd



Signature: _____

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