



NowNext Privacy Collection Notice

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This Privacy Collection Notice (**Notice**) was last reviewed and updated on 14/10/2025.

1. Introduction

NowNext (**App**) is a mobile application which focusses on changes that you can make to help improve your health now and into older age. The App was developed by Independent Living Assessment Incorporated ABN 41 266 326 832 (**We, Us or Our**), a not-for-profit organisation based in Western Australia.

We are committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

When you use the App, We will ask you for some personal information. This Notice explains:

- what information We will collect about you when you use the App;
- how We will collect information about you through the App;
- why We collect, use and share your information in connection with the App;
- how We will store and protect your information collected through the App; and
- how you can contact Us and access your information.

By downloading and using the App, you confirm that you have read and agree to the terms of this Notice, and expressly consent to the collection, storage, use and disclosure of your personal information in accordance with it.

If you do not feel comfortable with, or agree to, the terms of this Notice, please immediately discontinue installing or using the App on your mobile device.

2. What Information We Collect

When you use the App We will collect the following types of personal information (some of which may be sensitive information) about you:

- Identifying information, such as your first name, year of birth, and gender;
- Contact details such as your email address;
- Profile information from social login such as your name and email address from Google or Apple, if used;
- Sensitive information about your physical or mental health and capabilities such as how you rate your body, energy, mood, and focus;
- Interaction data about your navigation through and use of the App via Firebase Analytics;
- Information about your App settings such as optional preferences, reminders, and notifications settings.

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3. How We collect your information

We will collect your personal information when you use the App, including when you register for, provide information, make an enquiry, or provide feedback, via the App.

4. Why We Collect your Information

We collect your personal information via the App for the purpose of:

- delivering the services in the App to you;
- improving the App.

5. Why We share, use and disclose your information

We will use the personal information collected via the App for the purposes for which it was collected or otherwise as authorised or required by law. Specifically, We will:

- use your age, gender, and responses concerning your physical or mental health and capabilities to make wellbeing activities and habit suggestions aimed at improving your physical or mental health, and to provide de-identified, aggregated information reporting to government bodies and research partners for evaluation, impact measurement, or publication;
- use your responses concerning your physical or mental health and capabilities to track your progress and support habit formation;
- use your contact details to send relevant reminders and motivational messages to you (optional and opt-out enabled);
- use information about your App settings to personalise your experience in the App;
- use de-identified usage trends to improve the App; and;
- use aggregated, de-identified usage data to report on the effectiveness and impact of the App, such as to the Australian government.

6. Sensitive Information

Your wellbeing self-assessment responses in the App may include information about your physical or mental health. This is considered 'sensitive information' under the *Privacy Act 1988* (Cth). We will generally only use your sensitive information with your consent.

By downloading and using the App, you give your explicit consent:

- to the use of your personal and sensitive information about your physical or mental health and capabilities for the purpose of making wellbeing activities and habit suggestions aimed at improving your physical or mental health, and to track your progress and support habit formation; and
- to the use and disclosure of your de-identified, aggregated information with government bodies and research partners for evaluation, impact measurement, or publication.

You can withdraw that consent at any time by contacting Us on the contact details provided below in this Notice, or by deleting your account and data via the App.

7. Sharing Your Information with Third Parties

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We do not sell your personal information. We may share de-identified, aggregated information with government bodies and research partners for evaluation, impact measurement, or publication. We do not share your personally identifiable data with third parties.

8. How We Store and Protect Your Information

We will take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorised access, modification or disclosure. All user data collected via the App is securely stored on Australian servers with appropriate technical safeguards, including encryption and access control.

9. How to Access your information

You can:

- View and update your information within the App;
- Delete your account and data at any time; and
- Opt out of reminders and notifications via the App.

At this stage, exporting your data from the App is not supported.

In addition, Our Privacy Policy contains further information about how you can access any personal information that We hold, and how to seek correction of that personal information. It also contains information about how to make a complaint about a breach of the Australian Privacy Principles, as set out in the *Privacy Act 1988* (Cth).

10. Cookies and Tracking Technologies

We use Firebase to collect anonymous App usage data and crash reports. In addition, the App uses “cookies” (which are small data files containing information about you that is stored on your mobile device), and other similar tracking technologies to collect anonymised data about the devices you use to access Our services, including IP address, browser type, language, operating system, mobile device information (including device and application identifiers), the referring web page, pages visited, location (depending on the permissions that you have granted Us), and cookie information. This helps Us to improve your experience but does not identify you personally.

You may change the settings on your device to reject cookies, however doing so may interfere with your use of the App or affect Our ability to provide you with services via the App.

11. Use of Artificial Intelligence (AI) Technologies

We may use AI technologies, including commercially available tools and generative AI systems, to support and enhance the services that we deliver in the App. Where these systems interact with personal information, we ensure compliance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. Personal information input into or generated by AI systems is handled lawfully and fairly, and only for purposes reasonably necessary for the functions or activities that we deliver via the App. We do not enter sensitive personal information into publicly available AI tools, and we maintain human oversight and robust governance to mitigate privacy risks. Any AI generated content that relates to an identifiable individual is treated as personal information and managed accordingly.

We use Amazon Bedrock, an AWS Generative AI service that provides access to a range of foundational models. The large language model (LLM) currently in use is Anthropic Claude. Our implementation includes the configuration of Personas, Notifiers (event-trigger mechanisms), and a User Templates (which contains instructions for generating notifications). When an event is triggered, Printed or personally saved electronic copies of this document are considered uncontrolled. Refer to SharePoint for current controlled electronic copies.

the system references the corresponding Persona and User Template and subsequently initiates a request to the Claude model via the Amazon Bedrock API.

12. Changes to this Notice

We may update this Notice from time to time. We will notify users of any changes via the App or by email.

13. How to contact Us

For any privacy-related queries, please contact Us on:

Email: nownext@ilaaustralia.org.au

Mail: iLA, 7 Tully Road, East Perth WA 6004

Phone: 08 6202 4700

14. More information

More detailed information about the way that We handle your personal information, including how to access your information, is set out in Our comprehensive Privacy Policy at <https://ila.humaan.co/documents/privacy-policy-ila-pdf>.

Governance

Parent Policy	Privacy Policy
Associated procedures/ documents	NowNext Terms and Conditions NowNext Consent, Disclaimer and Privacy Collection Notice
Related legislation	Privacy Act 1988
Division	Digital Programs
Owner	Manager Digital Programs
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For advice and support please contact the Quality Lead at quality@ilaaustralia.org.au

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