



Your General Data Protection Regulation Rights

As a company headquartered in Australia, we are required by law to comply with the Australian Privacy Principles. However, we have also voluntarily decided to move some of our services to the European Union.

We have done this in order to extend the additional rights and data protections offered by the General Data Protection Regulation (GDPR) that comes into force on the 25th May, 2018.

Your digital rights under GDPR are a great step towards a digital society of equals. We support the GDPR and what it stands for. It is only right that You should have control over Your personal data.

We want You to know exactly what Your personal data rights are and we want everyone who uses Meeco to benefit from the world's leading data regulations, regardless of where they live. In our Privacy Policy, we describe these rights in simple language together with how Meeco meets them.

We want You to understand how the GDPR protects You, and how we are complying with it, so we have summarised Your key rights below:

Article	Description	Details	What We Are Doing
5	Principles	Personal data must be: <ul style="list-style-type: none">• processed lawfully, fairly and transparently;• collected for specified, explicit and legitimate purposes (and processed accordingly);• adequate, relevant and limited to what is necessary for purpose;• accurate;• stored in a minimal way;• processed to ensure integrity and confidentiality.	Meeco has always been committed to these principles, long before the GDPR came into effect. Our Privacy Promise & Policy sets out in detail how we comply with these principles.

6	Lawfulness of processing	<p>Processing of Your data is only lawful if it satisfies one or more of the requirements of this Article.</p> <p>This means that processing of Your data is only lawful if:</p> <ul style="list-style-type: none"> • consent has been given; • processing is necessary for the performance of a contract; • processing is necessary to satisfy legal obligations; or • if one of the other conditions in this Article is satisfied. 	<p>You determine what data You want to have processed by Meeco.</p> <p>Meeco will only process data based on either Your consent or by delivering You a Meeco Service.</p> <p>Meeco services enables You to add, access, control and share data with the people and organisations You trust.</p>
7	Conditions for consent	<p>We must be able to demonstrate that You have given us consent.</p> <p>Your consent must be given in a way that is:</p> <ul style="list-style-type: none"> • clearly distinguishable from other matters in document; • in an intelligible and easily accessible form; • in clear and plain language. <p>You have the right to withdraw Your consent at any time, and You must be informed of this prior to providing consent.</p>	<p>You provide Your consent to use a Meeco Service by creating an account and accepting our Terms and Conditions.</p> <p>Once Your account is created, You can sign in at any time and share data from Your Meeco account on Your data access terms.</p> <p>Our Privacy Promise & Policy sets out Your rights in relation to Your data, including Your right to permanently delete it from Meeco if You withdraw Your consent.</p>
8	Child consent	<p>If You are under the age of 16, consent must be given on Your behalf by someone who holds parental responsibility.</p>	<p>Our Terms and Conditions state, at clause 2.1, that users in the European Union must be over the age of 16 unless they have parental consent.</p> <p>Clause 2.2 states that if You reside outside of the European Union You can't use the Meeco Services if You are under the age of thirteen (13) without parental consent or authorisation.</p> <p>Clause 2.3 sets out how consent can be provided.</p>
12	Transparency	<p>Information that we are required to provide to You under the GDPR must be:</p>	<p>We have made our Privacy Promise & Policy and Terms and Conditions clear with simple language to make sure You are fully informed about Your rights.</p>

		<ul style="list-style-type: none"> • in a concise, transparent, intelligible and easily accessible form; • in clear and plain language; and • in writing, including electronically where appropriate. 	<p>We want to You to be in control of how Your data is used, it's the reason why Meeco exists.</p> <p>At any time, if You ever have any questions or concerns, we encourage You to contact us.</p>
13	Information that we must provide to You	<p>Before we collect personal data from You, we must provide You with the following details:</p> <ul style="list-style-type: none"> • our identity and contact details; • purpose and legal basis for processing data; • recipients of data; and • any transfers outside of EU; • length of time of storage of data; • that You have the right to request access to, rectification of, erasure or transfer of data; • that You have the right to withdraw consent; • the existence of any automated decision-making. <p>If You already have this information, we are not required to provide it to You again.</p>	<p>This information is set out in our Privacy Promise and Policy.</p> <p>From time to time, as we roll out new services, there may be additional data that we support and therefore can collect for or from You.</p> <p>We will always fully inform You and seek Your consent before we do so.</p>
15	Your Right of Access	<p>You have the right to obtain confirmation as to whether Your personal data is being processed, and information as to how Your data is being processed.</p>	<p>You have full access to all of Your data in Your Meeco account.</p> <p>If You ever have any questions about how Your data is processed, You just need to ask.</p>
16	Right of Rectification	<p>You have the right to have incorrect personal information rectified.</p>	<p>You will be able to rectify any data You add to Meeco using the edit, delete and update functions of Meeco Services. For other data that is shared with You from third parties, You will need to rectify this directly with the third party as this data may be in read only format in Your Meeco account.</p>

17	Right to be Forgotten	You have the right to obtain erasure of personal data where it is no longer necessary for the purpose it was collected for, or where consent is withdrawn.	You can delete Your Meeco account at any time, which will permanently delete all of Your data.
18	Right to Restriction of Processing	You have the right to restrict processing of Your data where the accuracy or erasure of the data is opposed and certain other criteria are met.	You are in control of Your data. It's the reason Meeco exists.
20	Right to Data Portability	You have the right to receive a copy of the information that You have provided to us in an accessible form.	You can contact Meeco at any time and request Your data.
21	Right to Object	You have the right to object to certain uses of Your data, such as where it is processed for direct marketing purposes.	You control how we use Your data, and we will not process it in any way that doesn't have Your consent. However, if You ever have any issues, You just have to tell us.
22	Automated Processing	You have the right not to be subject to a decision based solely on automated processing that produces concerning legal effects or significantly affects You, subject to certain exceptions.	Meeco doesn't read Your data or reach automated decisions about Your data. If we ever introduce an automated processing service it would only be with Your consent.

We also have further obligations to You under the GDPR in relation to how we look after and treat Your data. You can find further details [here](#) and You are welcome to ask us questions at any time.

Meeco's Privacy Promise & Policy

It's Your Life. It's Your Data. You Control It.

Data rights and digital sovereignty is why Meeco exists. This includes protecting Your privacy and ensuring You have the access and control to decide how Your data is used.

Whilst Meeco was conceived and created in Australia we are also very active in Europe. We especially value that both Australia and the European Union have strict ways to provide greater protection and more privacy rights for You.

If You live in Europe or use data services in Europe, as of 25 May 2018 You will have increased digital rights under the [General Data Protection Regulation](#) or GDPR.

Because Meeco was designed with GDPR in mind, many of these important data rights have already been built into Meeco for how You and we manage and process Your data.

Here is the citizens' rights language word for word from the GDPR, including a summary of how Meeco enables these rights for You.

Easier access to their data — Our detailed privacy policy clearly explains what information we collect and process, why and when plus how we collect, hold, use and disclose Your personal information. We aim to make this as easy to understand as possible instead of technical legal language.

A new right to data portability — Your data is 100% portable. Export it, share it, or permanently delete it from Meeco, it will always be Your choice.

A clearer right to erasure ('right to be forgotten') — You can delete Your Meeco account at any time. If You later change Your mind and decide You'd like to have a Meeco account once again, we will welcome You back with open arms. Though, You will have to recreate all of Your data. When we say we deleted it, we mean we really really deleted it.

Right to know when their personal data has been hacked — If Meeco were ever hacked and/or suffered a serious data breach, we would inform You promptly as well as notify the relevant European and or Australian data protection supervisory authority.

How we collect, manage and use your data?

The following points set out our Privacy Policy with respect to how we collect, manage or use Your data.

- We are committed to clearly expressing our Privacy Policy and keeping it up to date. This Policy was last updated on 25th May 2018.
- Make sure we take reasonable steps to implement the practices, procedures and systems to ensure we comply with relevant Australian and European Privacy Principles and Codes.
- Only collect all sensitive information with Your consent, only collect information that is necessary for You or the Parties You authorise to perform the functions and activities You have agreed to.
- Advise You of the kind of information collected and held, how we collect it and how we take care of it to protect Your privacy and Digital Rights.
- Advise You of the purpose for which Your information is collected, stored, used and disclosed.

- Provide access to Your personal information and seek to correct Your information stored by Meeco or within Meeco Services at any time either by You writing to us at privacy@meeco.me or simply updating all the information You control through any of the Meeco Services You use.
- Do our best not to let You down, but if we inadvertently do something that makes You want to complain please let us know immediately at privacy@meeco.me.
- As Meeco is part of a global community some of the services we use to support Meeco are based in Europe and therefore subject to the same Privacy commitments. However other services are based in the Australia, the United States, and Asia. We will make it clear to You when Meeco or You are using these services and where they are located.
- When we collect Your personal information, we will make it clear so you understand what is being collected.
- The web is global, and it is important that You know that Your information may cross borders. Under Australian and European regulation, we need to tell You when this happens. If You reside outside of these regions, then obviously You will be moving Your data around.
- Your data is 100% portable. Export it, share it, or permanently delete it from Meeco, it will always be your choice.

How does Meeco address privacy when developing Meeco services?

Meeco is developed using a methodology called “Privacy by Design”. This is a way of thinking about privacy in advance and planning for it throughout the entire design and engineering process. You can also read more about the 7 Privacy by Design Principles [here](#).

Will Meeco ever sell your data?

We do **not** sell Your data. We will never give access to your Data to a third party (unless we are legally required to). We will always be transparent with You about our business model, terms and management of Your Data. In addition to our Privacy Policy, our Terms and Conditions also detail explicitly how our products work, including a detailed description of how Your Data is handled.

What information do we collect and process?

When You use the Meeco.me website, Meeco collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request.

When You log into the Meeco Service, You provide to us Your email address, first name, last name, and the Meeco password chosen by You. Your password is encrypted and is not accessed by us.

For the Meeco Service, Meeco enables You to collect and direct us to process the data **on Your behalf**. This includes all of the information You, and only You, choose to put into the Application including but not limited to, personal information, open data available through Your authentication, such as social data, browser history, session cookies, brand associations, age, gender and geolocation. Meeco will not share this information with anyone else without Your consent.

For the purposes of analytics on our Website, Meeco collects Your geolocation, browser and time spent on certain web pages. We only collect this information so that we can provide you with the Meeco Services, we do **not** sell it or provide access to it to third parties.

Cookie Name	Domain	When Captured	Use	Category
cookieconsent_status	meeco.me	Home page, first visit	Remembers user's response to the cookie consent question	Essential, Preference
wistia-http2-push-disabled	.fast.wistia.net	Home page	Wistia is used to display videos on the website	Third party, Video
muxData	fast.wistia.net	After pressing play on video on https://meeco.me/meeco-for-people.html	Wistia is used to display videos on the website	Third party, Video
__distillery	fast.wistia.net meeco.me	After pressing play on video on https://meeco.me/meeco-for-people.html	Wistia Inc. video player cookie records the position the video has stopped to allow playback continuation	Third party, Video
_pk_id.X.XXXX	.blog.meeco.me	https://blog.meeco.me/guide/introduction/	Matamo Analytics Cookie	Third Party, Tracks website visits for product improvement usage analysis
_pk_ses.X.XXXX	.blog.meeco.me	https://blog.meeco.me/	Matamo Analytics Cookie	Third Party, Tracks website visits for product improvement usage analysis
_help_center_session	help.meeco.me	https://help.meeco.me	Sessions for Guide	Essential, Third Party
_zendesk_session	meeco.zendesk.com	https://help.meeco.me	Hold session information for root access applications	Essential, Third Party
_zendesk_shared_session	meeco.zendesk.com, help.meeco.me	https://help.meeco.me	Holds session information for sharing across Zendesk applications	Essential, Third Party
mp_*random_number_string*_mixpanel	.meeco.me	https://app.meeco.me/	Mixpanel identification cookie	Third Party, Used to track user actions in-app without collecting any associated event data

Why do we collect, hold, use and disclose Your personal information?

Meeco's purpose in collecting Your personal information is to better understand how visitors use our website, and to enable us to provide You with the Meeco Service. From time to time, Meeco may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of our website or anonymous intentions.

Meeco holds Your personal information on its servers which are hosted by Microsoft Azure Cloud, and located in Dublin, Ireland and or Amazon Web Services, and located in Sydney, Australia.

Whom do we disclose Your personal information to, and why?

We may use the following Third Parties when providing the Meeco Services:

Third Party Supplier	Description	Country Where Data Is Physically Stored	Registered Office Country	Personal Data Stored or Processed
Mail Chimp & its subsidiary Mandrill	Email service provider	USA	USA	Your email address. When registering via a MailChimp email, the service can identify Your location, time zone and device.
Zendesk	Customer service platform	European Union	USA	Support tickets and any communications with support agents
Matomo (formerly Piwik)	Web analytics application	Australia	New Zealand	It tracks website visits for product improvement usage analysis
Discourse	Open source discussion platform	Australia	USA	Open discussion forum that captures Your IP Address, Your email address and the username You select if You decide to participate (opt in)
Mixpanel	Mobile and web analytics platform	Determined by Data Subject's location	USA	Used to track user actions in-app without collecting any associated event data
Microsoft Azure	Data hosting	Ireland	USA	All user data is encrypted and stored securely within Azure
Amazon Web Services	Data hosting	Australia	USA	All user data is encrypted and stored securely within AWS
Airbrake	Error Monitoring and Detection	Australia	USA	User IPs and device identifiers in play to enable error monitoring and detection services
Unify Solutions	Identity, Access and Security Services	Ireland	Australia	Unify does process any Meeco customer data

All of these Third-Party Services will also be responsible for GDPR compliance for European Data Subjects.

When will we notify You of collection of Your personal information?

Meeco has given You notification of the collection of personally identifiable information in this Privacy Policy. If We collect any information that is not notified in this Privacy Policy, we will give You notification of the collection of personally identifiable information at the time that Meeco or one of its services collects the data.

Will we disclose Your personal information to overseas recipients?

Meeco allows You to interact with Third Parties in data exchange - We will assist an exchange of personal information sometimes between You and an external third party.

These Third Parties can be located anywhere in the world. But only You will decide to exchange Your personal information with these Third Parties, Meeco will not disclose any of Your personal data unless You explicitly use our applications or tell us to.

In some cases, overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

Some of the Third Parties we use to provide the Meeco Services to You are located overseas, as detailed above.

Can You be anonymous or use a pseudonym?

You might wish to share Your real name with us or You may prefer to use Meeco anonymously or by using a pseudonym. Some Meeco services, which You may wish to access, will require You to be identified. You will always have the choice, if and when You use these services. Also, if we don't know who You are it may impact support or requests to share information with You.

Therefore, it is possible to use the Meeco Services without disclosing who You are, with the following caveats:

- If You do not register, You won't be able to use Meeco across multiple devices with the one account; and
- If You register anonymously or with a pseudonym, You won't be able to take advantage of some features in Meeco which may require a confirmed identity to function.

Will we direct market to You?

Meeco will only use Your Data that we collect during registration for the purpose of 'Direct Marketing' with Your consent. Meeco will use this information to alert You of new features or features that are being under-used by You.

As Meeco adds new services, we will communicate to You directly either through the Meeco platform or via opt-in email.

You will always have the option to turn off notifications or opt out of any marketing.

If You do this, we will let You know how that might impact You or the functionality of Meeco.

Additionally, under GDPR, You will also be given this option as part of creating an account as well as when You receive the direct marketing material.

Can You access or change Your personal information?

You can access and/or change Your personal information at any time using Your login.

Alternatively, contact us at privacy@meeco.me and we will help You access or change Your personal information.

How do we resolve Your privacy issues and complaints?

Have a concern regarding Your personal info? Tell us! Here's how.

If You have a complaint about how we handle Your personal information, we want to hear from You. You are always welcome to contact us through any of the following:

Email: By sending an email to privacy@meeco.me

In Writing by Mail

Meeco Planet Pty Ltd is the parent company registered in Australia. There are two operating companies with registered offices in Australia and the United Kingdom. You can write to us by sending mail to either of these registered offices:

Meeco Group Pty Ltd
Level 19, HWT Tower
40 City Road, Southbank, VIC 3006
Australia

Meeco Group Ltd
10 John Street
London WC1N 2EB
United Kingdom

If You still feel that Your issue hasn't been resolved to Your satisfaction, then You can raise Your concern with **the Office of the Australian Information Commissioner**

Online: www.oaic.gov.au/privacy

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Mail: GPO Box 5218 Sydney NSW 2001 or GPO Box 2999 Canberra ACT 2601

Or with the Information Commissioner's Office in the United Kingdom

Online: <https://ico.org.uk/>

Phone: 0303 123 1113 or +44 1625 545 700.

Fax: +44 1625 524 510

Email: registration@ico.org.uk

Mail: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
United Kingdom

Meaning of Words

Word	Plain English	The Way Our Lawyers Explained it
Data	Any data, information or image added by You or Others.	Information, data or images added by either You, Meeco, or another Third Party as applicable.
Your Data	The personal Data about You which You add.	Your data and information, including both personally identifiable information and non-personally identifiable information, about You that is uploaded by You to Meeco services. Your Data does not include Third Party Data or Third Party Content.
Meeco Services	The Dashboards and Meeco Features which enable You to create Your unique profile and manage Your Data as described in this Agreement this includes the Meeco Life Management Platform and the MeCast App.	All of the features of the web applications and the iOS applications, where You can aggregate, curate, store and manage Your Data, download Third Party Data and grant permission to Brands, Social Networks and Third Parties to access and use Your Data and Your Third Party Data, as more fully set forth in this Agreement.
Third Party	Someone else, who is not You or Meeco	A person or an entity other than Meeco who You allow to access Your Data or otherwise interact with or communicate with, using the Meeco Services or otherwise
Third Party Content	Content that is about or for You but has come from another source.	Content and information provided to You through a Meeco Service that is not or may not be the property of You.
Your Third Party Data	Data about You that You download with permission from the source.	Data, information and content that is downloaded or added by You through a Meeco Service from a Third Party at Your request and with the permission of such Third Party.
General Data Protection Regulation	The General Data Protection Regulation is a new European Union law designed to give increased digital rights and protections to EU citizens.	The EU General Data Protection Regulation (GDPR) replaces the Data Protection Directive 95/46/EC and was designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens data privacy and to reshape the way organizations across the region approach data privacy.

Data Controller	A Data Controller is the person or entity that controls what happens with the data.	The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.
Data Processor	A Data Processor is the person or entity that processes the data on behalf of the Controller and in accordance with their direction.	The natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.
Data Subject	A Data Subject is You.	The Data Subject is a living individual to whom personal data relates.
Supervisory Authority	A Supervisory Authority means an entity set up to ensure Your data rights are enforced under GDPR.	The Supervisory Authority means an independent public authority which is established by a Member State pursuant to Article 51.

Updates & Changes to Privacy Policy from V1 20140623 and V2 20150526

Version 3 is a complete revision and rewrite to ensure all Your data rights are documented in accordance with the General Data Protection Regulation.

For comparison purposes, You can request a copy of Version 1 and Version 2 from Meeco at any time by simply emailing privacy@meeco.me and including "Request for Privacy Policy and Terms and Conditions Prior Versions" in the subject heading of the email.

This is the third version of the Privacy Policy issued by Meeco.

The following is a summary of the changes from Version 1 & Version 2:

- Removal of specific reference to Respect Network, and broadening to include other applicable networks and services
- Additional information about the data collected by the MailChimp Service
- The office address for Meeco in Sydney
- The meaning of words to include MeCast and Social Networks

Read the [Meeco Terms & Conditions here \(PDF\)](#)