ASSIST Lone Worker Lite Privacy Policy

Effective date: 20 November 2026
Last updated: 20 November 2026

1. About this Privacy Policy

Intrinsic Choice Solutions ("ICS", "we", "us" or "our") respects the privacy of individuals who use the **ASSIST Lone Worker Lite** mobile application and associated services.

This Privacy Policy explains how personal information and other information associated with ASSIST Lone Worker Lite may be collected, used, stored, disclosed and protected.

ASSIST Lone Worker Lite is a workplace safety application designed to support employees who work alone, remotely, in the community or away from their normal workplace.

The application may provide functionality including:

- lone-worker safety sessions;
- activity and risk-type selection;
- configurable session durations;
- scheduled safety check-ins;
- missed check-in escalation;
- GPS and location information;
- SOS activation through the mobile application;
- SOS activation through a paired Bluetooth Low Energy ("BLE") button;
- organisational safety alerts;
- emergency-response workflows;
- 24/7 professional security monitoring where enabled;
- emergency voice communications where enabled; and
- CAMS alarm-monitoring integration where configured.

This Privacy Policy applies to the ASSIST Lone Worker Lite mobile application, associated web and cloud services operated or supplied by ICS, and personal information processed through those services.

It should be read together with any privacy notices, employment policies or safety policies provided to you by the organisation that has provided you with access to ASSIST Lone Worker Lite.

2. Who operates ASSIST Lone Worker Lite?

ASSIST Lone Worker Lite is supplied in Australia and New Zealand by:

Intrinsic Choice Solutions
Australia

Website:
https://www.intrinsicchoice.com.au

Privacy and support enquiries may be submitted through:

https://www.intrinsicchoice.com.au/contact-us/

Where ASSIST Lone Worker Lite is provided to you by your employer, government agency, health service, council or another organisation ("Customer Organisation"), that organisation may also collect, access and use information generated through ASSIST Lone Worker Lite for workplace safety and related organisational purposes.

In those circumstances, the Customer Organisation may have its own privacy policy that applies to its handling of your information.

3. Our approach to privacy

ICS is committed to handling personal information responsibly and transparently.

Where applicable, we manage personal information having regard to:

- the **Privacy Act 1988 (Cth)** and Australian Privacy Principles;
- applicable Australian State and Territory privacy requirements;
- the **Privacy Act 2020 (New Zealand)** where the service is provided in New Zealand; and
- other privacy, workplace and data-protection obligations that apply to the services we provide.

We also seek to meet the privacy and data-disclosure requirements applicable to applications distributed through the Apple App Store and Google Play.

4. Information we may collect

The information collected depends on the way ASSIST Lone Worker Lite has been configured by your organisation and the features you use.

4.1 User and account information

We may collect or process information such as:

- first and last name;
- employee or user identifier;
- username;
- work email address;
- work telephone number;
- organisation or company;
- department, team or business unit;
- assigned site or work location;
- user role or access level;
- authentication and login information;
- account status; and
- information supplied by your organisation for the purpose of administering your ASSIST Lone Worker Lite account.

Passwords and authentication credentials are handled through the authentication systems supporting the service and should not be stored in readable form.

5. Location information

Location information is an important part of the safety functionality provided by ASSIST Lone Worker Lite.

Depending on the configuration selected by your organisation, the application may collect:

- current GPS location;
- location at the commencement of a safety session;
- location during an active safety session;
- location at the time of a check-in;
- location at the time an SOS or other safety alert is raised;
- last known location;
- location accuracy;
- date and time associated with a location;
- location history associated with an active safety session; and
- related location or device-status information used to assist emergency response.

ASSIST Lone Worker Lite may require permission to access location services while the application is being used and, where required for the configured safety functionality, **while the application is running in the background**.

Background location is used to support legitimate lone-worker safety functions, including maintaining worker location information during an active safety session and providing relevant location information when an SOS or safety escalation occurs.

ICS does not use employee location information for advertising.

The Customer Organisation determines how ASSIST Lone Worker Lite is deployed within its workforce and is responsible for ensuring that its use of employee location information complies with applicable workplace, employment and privacy requirements.

6. Safety-session and check-in information

When you use ASSIST Lone Worker Lite, we may collect and process information about your safety sessions, including:

- safety-session start time;
- safety-session end time;
- selected activity type;
- activity or risk classification;
- planned duration;
- check-in interval;
- next required check-in time;
- successful check-ins;
- missed or overdue check-ins;
- grace periods;
- session extensions;
- session status;
- escalation status;

- location associated with the session;
- date and time of safety events; and
- actions taken in response to a missed check-in.

Activity types may include examples such as:

- Home Visit;
- Community Visit;
- Site Inspection;
- Remote Travel;
- Risk Site;
- Solo Travel; and
- other activity types configured by your organisation.

Safety-session information is used to provide proactive monitoring and to identify when an employee has not completed a required safety check-in.

7. SOS and emergency-event information

When an SOS is raised through ASSIST Lone Worker Lite or a paired BLE SOS button, information may be generated and transmitted to the relevant monitoring and emergency-response systems.

This may include:

- user name or employee identifier;
- organisation;
- SOS activation date and time;
- GPS or last known location;
- location accuracy;
- device information;
- safety-session status;
- activity type;
- recent check-in status;
- alarm or event type;
- BLE-button information;
- emergency contact or escalation information;
- alert status;
- response actions;
- control-room event information; and
- records of notifications and escalation attempts.

This information is used to identify the person requiring assistance and support the configured emergency-response process.

8. BLE SOS button information

ASSIST Lone Worker Lite may connect to an approved Bluetooth Low Energy ("BLE") SOS button.

Where the BLE function is enabled, the app may process information such as:

- BLE device identifier;
- pairing or connection status;
- connection and disconnection events;
- signal status;
- battery status where supported;
- button activation;
- date and time of activation; and
- information required to associate the BLE device with the correct employee.

Bluetooth access is used for the purpose of providing the discreet SOS functionality and associated device-status functionality.

ICS does not use Bluetooth information for advertising or unrelated tracking purposes.

9. Notifications

ASSIST Lone Worker Lite may use push or local notifications to provide safety-related information, including:

- check-in reminders;
- approaching check-in deadlines;
- overdue check-in warnings;
- safety-session information;
- BLE connection or device alerts;
- account notifications; and
- other safety information configured by your organisation.

The application may process a device push-notification token or similar technical identifier in order to deliver notifications.

10. Emergency voice and communications services

Where enabled by the Customer Organisation, ASSIST Lone Worker Lite may use voice or communications services as part of an emergency-response workflow.

These services may include technology supplied by third-party communications providers such as **Twilio**.

During an emergency event, information may be transmitted between the application, communications provider and monitoring centre for purposes such as:

- establishing emergency communications;
- connecting the employee with a monitoring operator;
- enabling an operator to assess an emergency;
- supporting emergency escalation; and
- coordinating a response.

Where live audio or voice communications are enabled, audio may be transmitted through the communications service to authorised monitoring personnel.

Any recording of telephone or audio communications, where applicable, must be undertaken in accordance with applicable law and the arrangements applying to the relevant monitoring service.

ASSIST Lone Worker Lite is not intended to secretly record ordinary conversations or continuously monitor ambient audio outside the emergency functionality configured for the service.

11. 24/7 security monitoring

Where the Customer Organisation subscribes to professional monitoring, SOS and other qualifying safety events may be transmitted to an authorised **24/7 emergency monitoring centre**.

Authorised monitoring personnel may receive information necessary to assess and respond to the event, including:

- employee identity;
- employer or organisation;
- alarm type;
- current or last known location;
- date and time of the event;
- configured escalation instructions;
- emergency contact information; and
- relevant safety-session information.

Monitoring personnel may use this information to follow the response instructions agreed with the Customer Organisation.

This may include contacting:

- the employee;
- supervisors or managers;
- nominated emergency contacts;
- security personnel;
- emergency services; or
- other authorised response providers.

12. CAMS alarm-monitoring integration

Where enabled, ASSIST Lone Worker Lite may integrate with the **CAMS alarm-monitoring system** or other approved alarm-management technology.

This provides an additional method for transmitting and managing safety alerts.

Information transferred to CAMS may include information necessary to identify and respond to the alarm, such as:

- alarm or event identifier;
- employee or user identifier;
- organisation identifier;

- location information;
- alarm type;
- date and time;
- device or system reference information; and
- other information required by the configured emergency-response workflow.

Only information reasonably required to deliver the relevant alert and response function should be provided.

13. Device and technical information

To operate, maintain, secure and troubleshoot ASSIST Lone Worker Lite, we may also process technical information such as:

- device type;
- device operating system and version;
- application version;
- device or installation identifiers;
- IP address;
- network/connectivity information;
- application configuration;
- application logs;
- authentication events;
- error information;
- crash information;
- system events; and
- diagnostic information.

This information may be used to maintain application reliability, security and performance and to investigate technical issues.

We do not use this information to create advertising profiles.

14. How we collect information

Information may be collected:

- directly from you when you use the application;
- from your Customer Organisation when it creates or manages your account;
- automatically from your device when you use authorised application functions;
- from the paired BLE SOS button;
- through safety-session and check-in activity;
- when an SOS or escalation event occurs;
- from authorised administrators;
- through integrations with TaskEye or related platform services;

- through monitoring and alarm-management systems;
- from support communications; and
- from service providers acting on our behalf.

15. Why we use personal information

We may collect, hold, use and disclose personal information for purposes including:

- creating and administering user accounts;
- authenticating users;
- operating ASSIST Lone Worker Lite;
- providing lone-worker safety functionality;
- recording and managing safety sessions;
- providing check-in reminders;
- identifying missed check-ins;
- automatically initiating configured safety escalations;
- providing GPS/location information during active safety functions;
- processing SOS activations;
- supporting BLE SOS functionality;
- delivering safety notifications;
- supporting 24/7 emergency monitoring;
- providing emergency-response information;
- communicating with users during an emergency;
- integrating with CAMS and other authorised alarm-management systems;
- allowing authorised Customer Organisation administrators to manage users;
- troubleshooting and technical support;
- maintaining service reliability and security;
- preventing misuse, fraud and unauthorised access;
- maintaining appropriate audit and event records;
- meeting contractual obligations; and
- complying with legal and regulatory requirements.

We will not use information collected through ASSIST Lone Worker Lite for unrelated advertising purposes.

16. Who can access your information?

Depending on the services configured for your organisation, personal information may be accessible to or disclosed to:

Intrinsic Choice Solutions

Authorised ICS personnel may access information where reasonably necessary to administer, support, maintain and secure the service.

Your organisation

Authorised managers, administrators or safety personnel within your Customer Organisation may have access to information such as:

- user details;
- safety-session status;
- check-in information;
- alarms;
- location;
- event history; and
- other configured safety information.

Monitoring centre

Where professional monitoring is enabled, authorised monitoring personnel may receive information required to manage an emergency or safety event.

Emergency contacts

Information relevant to an incident may be communicated to nominated emergency contacts in accordance with the configured escalation process.

Emergency and response services

Information may be disclosed to police, ambulance, fire, security or other emergency responders where reasonably necessary to respond to an emergency or serious threat to health or safety.

Technology and service providers

We may use trusted service providers to provide components of the ASSIST Lone Worker Lite service, including:

- cloud infrastructure;
- platform hosting;
- mobile application services;
- communications services;
- push notifications;
- mapping and location services;
- authentication;
- monitoring and alarm-management services;
- support and diagnostics; and
- associated technical infrastructure.

These providers are permitted to process information only for purposes associated with providing their authorised services and are expected to maintain appropriate privacy and security protections.

17. Uffizio and TaskEye platform services

ASSIST Lone Worker Lite uses or may use technology and backend services developed or supplied by **Uffizio IOTech** and its TaskEye platform.

Where these services are used, information required to operate ASSIST Lone Worker Lite may be processed through the TaskEye environment.

This may include:

- account and organisation information;
- employee details;
- location information;
- safety-session information;
- check-ins;
- alerts;
- SOS events;
- BLE configuration;
- emergency communication configuration; and
- associated system records.

ICS and its technology partners are expected to handle this information only for authorised service, support, maintenance, security and development purposes.

18. Apple and Google services

ASSIST Lone Worker Lite is distributed through the Apple App Store and Google Play.

Apple and Google may independently collect information relating to:

- application downloads;
- device and operating-system information;
- store-account activity;
- app performance;
- crash reporting;
- subscriptions or purchases where applicable; and
- use of operating-system services.

Information independently collected by Apple or Google is governed by their respective privacy policies.

19. Overseas processing and disclosure

ICS operates principally in Australia and New Zealand and seeks to use appropriate protections when personal information is handled by third-party service providers.

Primary application and customer information may be hosted in Australian cloud infrastructure where configured for the service.

However, some technology providers used in delivering ASSIST Lone Worker Lite, including communications, mobile operating-system, software-support or cloud-service providers, may operate infrastructure or support functions outside Australia or New Zealand.

As a result, limited personal or technical information may be processed or accessed overseas where necessary to provide those services.

Where applicable, ICS takes reasonable steps to use providers and contractual arrangements that provide appropriate protection for personal information and to comply with Australian and New Zealand requirements relating to overseas disclosure.

20. Data security

ICS takes reasonable technical and organisational measures designed to protect personal information against:

- misuse;
- interference;
- loss;
- unauthorised access;
- unauthorised disclosure;
- alteration; and
- destruction.

Measures may include, as appropriate:

- secure authentication;
- access controls;
- role-based permissions;
- secure network communications;
- protected cloud infrastructure;
- system monitoring;
- security logging;
- audit records;
- restricted administrative access;
- software and system updates; and
- contractual controls over service providers.

No electronic system can be guaranteed to be completely secure. Users and Customer Organisations also have responsibilities for maintaining the security of passwords, mobile devices and authorised accounts.

21. Data retention

We retain personal information only for as long as reasonably required for:

- providing the ASSIST Lone Worker Lite service;
- maintaining safety and event records;
- meeting customer-contract requirements;
- investigating incidents;
- maintaining audit trails;
- providing support;
- resolving disputes;

- meeting legal, regulatory, insurance or security requirements; and
- other legitimate business purposes connected with the service.

Different categories of information may be retained for different periods.

Safety events, SOS incidents, emergency-response records and audit information may need to be retained longer than routine application or technical information.

When personal information is no longer reasonably required and no legal or contractual requirement requires its retention, we will take reasonable steps to delete, destroy or de-identify it.

22. Account deletion and deletion requests

Where ASSIST Lone Worker Lite allows a user to create an account directly within the application, the user may request deletion of that account and associated personal information through the account-deletion function provided within the application or through the published account-deletion request mechanism.

Where an account has been created and is managed by a Customer Organisation, users may also contact their organisation's administrator regarding deactivation or deletion.

A deletion request may also be submitted to ICS through:

https://www.intrinsicchoice.com.au/contact-us/

We may need to verify the identity of the person making the request.

Deletion does not necessarily require immediate removal of every record. Information may be retained where reasonably necessary or required for:

- legal obligations;
- security;
- incident investigation;
- emergency-response records;
- contractual obligations;
- dispute resolution;
- fraud prevention; or
- legitimate record-keeping requirements.

Where information must be retained, access will remain appropriately restricted.

23. Accessing and correcting your information

You may request access to personal information ICS holds about you and ask us to correct information that is inaccurate, incomplete or out of date.

You may make a request through your Customer Organisation or contact ICS through:

https://www.intrinsicchoice.com.au/contact-us/

We may need to verify your identity before providing access or making changes.

There may be circumstances in which access cannot legally be provided. If this occurs, we will respond in accordance with applicable privacy law.

Users in New Zealand may also have rights of access and correction under the Privacy Act 2020.

24. Your choices and device permissions

ASSIST Lone Worker Lite may request device permissions required for particular features, including:

- location;
- background location;
- Bluetooth;
- notifications;
- microphone or communications functionality where required; and
- other permissions necessary for configured safety functions.

Your mobile operating system allows you to review or modify many of these permissions.

However, disabling a permission required for a core safety function may prevent that feature from operating correctly.

For example:

- disabling location may prevent accurate location from being provided during an SOS;
- disabling Bluetooth may prevent a paired BLE SOS button from operating;
- disabling notifications may prevent check-in reminders from being displayed; and
- restricting background operation may affect active-session tracking or other safety functionality.

The application should explain why sensitive permissions are required when they are requested.

25. Automated safety workflows

ASSIST Lone Worker Lite uses configurable rules and timers to support safety workflows.

For example, the system may automatically:

- determine when the next check-in is due;
- identify that a check-in has not occurred;
- change a safety session to an overdue state;
- generate a notification;
- create an alert; or
- initiate an escalation workflow.

These processes are intended to implement safety rules selected by the Customer Organisation.

ASSIST Lone Worker Lite is not currently designed to use artificial intelligence or automated profiling to make employment, disciplinary, eligibility or other decisions that significantly affect an individual's legal rights or interests.

Customer Organisations remain responsible for decisions they make using information obtained through the service.

26. Workplace monitoring

ASSIST Lone Worker Lite is designed as a **worker safety system**, not as an employee-performance surveillance product.

However, because location, session, activity and event information may be visible to the Customer Organisation, its use may be subject to workplace-surveillance, employment, industrial-relations or similar laws.

The Customer Organisation is responsible for:

- determining when and how the application will be used;
- informing employees about workplace use;
- obtaining any notices, consents or acknowledgements required by law;
- configuring the system appropriately; and
- ensuring information accessed through the system is used lawfully.

ICS does not authorise Customer Organisations to use ASSIST Lone Worker Lite in a manner that breaches applicable law.

27. Medical and patient information

ASSIST Lone Worker Lite is a worker safety application.

It is **not intended to operate as a patient medical record system** and users should not enter patient or client clinical information into ASSIST Lone Worker Lite unless the relevant function has been expressly designed and approved for that purpose and the Customer Organisation has appropriate authority to do so.

The fact that an employee works for a healthcare or community-care organisation does not require patient medical information to be recorded within ASSIST Lone Worker Lite.

28. Children

ASSIST Lone Worker Lite is intended for workplace and organisational use and is not directed to children.

ICS does not knowingly provide ASSIST Lone Worker Lite directly to children for consumer use.

Where an organisation intends to provide the application to a person under 18, that organisation is responsible for ensuring that the use is lawful and that any required parental or guardian permissions have been obtained.

29. Emergency limitations

ASSIST Lone Worker Lite is designed to support workplace safety and emergency-response processes.

It does **not replace public emergency services**.

If you are able to do so and there is an immediate threat to life or safety, you should contact the appropriate emergency service directly, including **000 in Australia** or **111 in New Zealand**.

The operation of ASSIST Lone Worker Lite may depend on:

- mobile-device operation;
- battery availability;
- mobile or internet connectivity;
- GPS availability;
- Bluetooth where a BLE button is used;
- third-party communications networks;
- mobile operating-system permissions; and
- services configured by your organisation.

No mobile safety technology can guarantee that every alarm or communication will be successfully transmitted in all circumstances.

30. Data breaches

ICS maintains processes for responding to suspected privacy and security incidents.

Where a breach involving personal information occurs, we will investigate and take appropriate steps to contain and remediate the incident.

Where required by applicable law, ICS will notify affected individuals and relevant privacy regulators.

31. Privacy complaints

If you believe that ICS has not handled your personal information appropriately, please contact us first so that we have an opportunity to investigate the matter.

Privacy enquiries or complaints can be submitted through:

Intrinsic Choice Solutions
Privacy Officer
Website: https://www.intrinsicchoice.com.au
Contact: https://www.intrinsicchoice.com.au/contact-us/

Please provide sufficient information for us to understand and investigate your concern.

We will endeavour to acknowledge and respond to privacy complaints within a reasonable period.

If you are not satisfied with our response, you may have the right to contact an applicable privacy regulator, including:

Australia
Office of the Australian Information Commissioner (OAIC)
www.oaic.gov.au

New Zealand
Office of the Privacy Commissioner
www.privacy.org.nz

32. Changes to this Privacy Policy

ASSIST Lone Worker Lite and the services supporting it may change over time.

We may update this Privacy Policy to reflect:

- changes to application functionality;
- new integrations;
- changes to service providers;
- legal or regulatory requirements;
- changes to our privacy practices; or
- new security and technology requirements.

The current version will be published on the Intrinsic Choice Solutions website and the “Last updated” date will identify when the policy was most recently revised.

Where a material change significantly affects the way personal information is handled, we may also provide notice through the application, website, Customer Organisation or another appropriate communication channel.

33. Contact us

For privacy questions, requests for access or correction, account-deletion requests or concerns about how personal information is handled, please contact:

Privacy Officer
Intrinsic Choice Solutions

Website:
https://www.intrinsicchoice.com.au

Contact page:
https://www.intrinsicchoice.com.au/contact-us/

For general ASSIST Lone Worker Lite technical or support enquiries, please use the support contact details published by Intrinsic Choice Solutions.

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