Texting for Wellness ("Study") is a research study conducted by the University of Sydney (ABN 15 211 513 464) ("we"/"our") using third party service providers including Known Pty Ltd (ABN 40 116 431 700) trading as ‘Burst SMS’ ("Burst SMS"). The Study is described on the registration page and in the Participant Information Sheet ("PIS").

Please read this Privacy Statement and the Burst SMS Privacy Statement carefully, together with the PIS. Collectively, these statements serve to inform you as to how we and Burst SMS collect, use and disclose your personal information if you consent to take part in the Study.

Collection by Us and third parties
The Study is run by the University of Sydney using third party service providers including Burst SMS. The Study collects personal and sensitive information from you directly. We collect such information to help deliver the Study (i.e. the text messages) to you and for our research purposes, including:

- when you register with the Study online and record your personal and health information;
- when we send and you open text messages; and
- if you contact us (e.g. sending us a text message or calling us); and
- when you participate in the survey that we send to you.

When you register for the Study, we and the third parties collect the following personal and sensitive information from you:

- mobile phone number;
- first name and surname;
- gender;
- age;
- postcode;
- ethnicity.

As explained in the PIS, there are two groups in this Study. One is for people with chronic lung disease. The other is for people have completed active breast cancer treatment (surgery and/or chemotherapy and/or radiotherapy). If you are in the lung disease group, in addition to the questions above, you will also be asked whether or not you are a current smoker.

We will collect information when we send and you open text messages about the fidelity of message delivery (completion, message responses, dropouts, date and time of messages). We will also collect information that you provide to us if and when you contact us (e.g. by sending us a text message or calling us), including your name.

At the end of the Study, we will send you a survey. This survey is only short and is necessary for our research purposes. These surveys will ask:

- whether you found the Study to be useful and feel supported;
- whether the majority of messages were easy to understand;
- whether the messages helped you manage your health, motivated you to be physically active and eat healthier;
- what you liked most and least about the Study.

When you visit our registration website for the Study, we may collect information about your visit when you browse or otherwise use this site. Examples of the information that we may collect include:

- the server and IP (Internet Protocol) address of your machine;
- the date and time of the visit to the website;
- the webpage(s) visited and the documents downloaded; and
- the type of browser being used.
The various mechanisms used by us to collect your information include server logs, proxy logs, web beacons and cookies. A cookie is a package of data which a website requests be stored temporarily on a user’s computer (or in memory) to identify them as a visitor to that website. You can choose to disallow cookies by changing settings on your web browser. However, disabling all cookies may affect your ability to access the secure areas of this site. Cookies may also store the following information: session (numbered key) and duration. A numbered key is a unique server-generated number used to identify the current session. The information that we collect is used to assist us to improve the content and performance of this site and may be used for business and learning analytics purposes to assist us to make better decisions regarding its operations, services and community engagement. When you visit the secure area on this site we use cookies for security and personalisation purposes.

**Use and Disclosure by Us and third parties**

We and any third party service providers will only use or disclose your personal information:

- for the purpose for which it was collected (including for the research purposes set out in the PIS);
- for a directly related purpose, including checks into how the Study is performing;
- when we (and any third party service providers) have the appropriate consent to do so;
- to follow up with you regarding your experience using the Study; or
- as otherwise required, permitted or authorised by law.

Examples of how we will use and disclose your personal information include:

- registering you to participate in the Study;
- providing the Study to you;
- managing your registration; and
- updating you about news and details relevant to the Study.

It is important to understand and note that:

- we will use the information that you provide for our research purposes as set out in the PIS;
- we may make comments on the Study to the media, but will not disclose your personal information in doing so. Any data used would be aggregated and deidentified.
- your information may be stored, used and processed outside of Australia; and
- we will retain your personal information in the manner set out in the PIS.

As detailed below, we use third party sub-contractors to help us deliver the Study. We are registering you through REDCap and sending and receiving messages through a centralised web-based platform known as Burst SMS and its third party service providers. Each are reportedly secure platforms, but no platform is invulnerable. We discuss them further below.

**REDCap and Burst SMS**

Your data is being collected through REDCap, a web application that we have a licence of and that is used globally to build and manage online surveys and databases.

We have engaged Burst SMS to help us to provide the Study. Burst SMS will send and receive text messages from and to you via its web-based platform on our behalf. Accordingly, Burst SMS will have access to all text messages and any information that you provide to them, which will include your name and phone number. Burst SMS will collect, use and disclose your personal information in accordance with its privacy policy, available [here](#).

**Access, correction & complaints**

To access or amend your information, or for information about our complaints process, please contact Rebecca Raeside by email at rebecca.raeside@sydney.edu.au, or text message 0437 045 826, including to request a call back from us in standard business hours.

**Amendment**

This Privacy Statement may be amended at any time. The amended Privacy Statement will be posted on our website or otherwise provided to you. This Policy Statement was last updated on 8 April 2020.