

Information Security and Privacy FAQ

Learn more about Sonder's information security and member privacy practices in this handy FAQ.

What do we mean by 'personal data' or 'personal information'?

This is Information (organised data) that relates to, and could personally identify, you the member. This may include name, address, email, health information, or your university student number.

How does Sonder collect data?

Sonder collects data in a number of ways, such as when you register through our app, use of the app, or through contact with the support center and liaison officers. We may also receive data through your OSHC insurance provider or education provider.

How does Sonder store the data?

Sonder handles and stores personal information in Australia in accordance with ISO/IEC 27001, Australian privacy laws, and any code of practice or guidelines made under these acts. Any personal information is safely secured and stored in Australia, in accordance with relevant legislation.

What does Sonder do with your data?

Sonder uses data to ensure you receive fast, quality, and appropriate support when and where you need it. This may include using your mobile number or email to contact you, or by using your address to deploy our liaison officer, or your current location to inform you of a security incident in your area.

How and to whom does Sonder disclose your data?

Sonder will only disclose personal information to third parties where absolutely required, such as an emergency situations or when required by your education provider.

What if I want to modify or delete my personal information?

Sonder members have the right to view, modify, or delete their personal information at any time, and can do so by emailing privacy@sondersafe.com. All data that cannot be deleted is anonymised.

What to know more?

We encourage you to review our [privacy policy](#) and our [terms and conditions](#), and welcome you to contact our friendly team 24/7 at:

Tel: 1800 877 233

Email: privacy@sondersafe.com

Mail: 834 Elizabeth Street, Waterloo NSW 2017, Australia