

## IBD Connect - FAQs

### About the IBD Connect App (App)

#### Q: What does the App do?

A: It helps people with IBD track symptoms, manage health information, receive diary reminders for appointments, find trusted information and contribute to research to improve IBD treatment and access.

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### Privacy & Security

#### Q: How is my data protected?

A: We use strong encryption, secure servers, and limited staff access. We comply with the **Australian Privacy Principles** under the Privacy Act 1988 (Cth) and the **New Zealand Information Privacy Principles (New Zealand)**, and align with the EU General Data Protection Regulation (**GDPR**). We will **never sell your personal information**. We may share or license **de-identified or aggregated data** with trusted partners to **improve care, advance research, and support the sustainability of the CCCare Platform**. For more information, see section 7 of the [IBD Connect App Privacy Policy](#).

#### Q: Who can see my personal information?

A: Only you, and your healthcare team can see your personal information via the CCCare Platform if you use the CCCare Platform in conjunction with the App. De-identified or aggregated data may be shared with our partners, but only in a way that does not reasonably identify you, and only to **improve care and advance research**.

#### Q: Can I delete my App account?

A: Yes — you can delete your account at anytime in the App. Personal information will be erased within 30 days, unless the law requires us to retain it.

#### Q: If I delete my App account, does that delete my hospital data in the CCCare Platform?

A: No. If you are being treated, or have been treated, at a hospital that uses the CCCare Platform, your clinical data is part of your official medical record. Hospitals and registries are required by law to retain health records for defined periods (for example, at least seven years, or until age 25 if you were a minor at the time of collection). Deleting your App account will only remove the data you added directly into the App (like symptom diaries, wearable imports, or notes), not your hospital record.

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### Children & Parental Consent

#### Q: Can children use the App?

A: Yes, but if you are **under 16**, you need a parent or legal guardian's consent and supervision. Parents/legal guardians can request access, correction, or deletion of their child's account.

### Using the App

#### Q: Does the App give medical advice?

A: No. The App provides general support only. Always seek advice from your doctor.

#### Q: What if I have an emergency?

A: Call **000 in Australia**, **111 in New Zealand**, or your local emergency number. In Australia, the

Triple Zero (000) service is the quickest way to get the right emergency service to help you. You can contact Police, Fire or Ambulance in life threatening or emergency situations.

### **Permissions & Notifications**

#### **Q: Why does the App ask for permissions?**

A: To enable features like symptom reminders, scanning reports, or importing wearable data (e.g., Apple Health, Google Fit, Fitbit, Garmin). You can decline or revoke these permissions at anytime.

#### **Q: Can I stop notifications?**

A: Yes — you can stop notifications in your device or app settings.

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### **Support**

#### **Q: How do I get help?**

A: Contact [support@c-c-cure.org](mailto:support@c-c-cure.org) for technical issues or [privacy@c-c-cure.org](mailto:privacy@c-c-cure.org) for privacy matters