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# Google Developer Data Privacy Policy

**Logical Solutions 2020 Limited**

Effective Date: 27th of May, 2025
Last Updated: 17th of November, 2026

## 1. Purpose of This Policy

This Privacy Policy has been created to meet the requirements outlined in the Google Assistant Developer Policies and to comply with the **Privacy Act 2020** in New Zealand.

This policy applies to any service, application, or integration developed by Logical Solutions through the Google platform (including Google Assistant integrations, Google APIs, voice commands, or linked web services). It explains how your data is collected, used, stored, and protected and details your rights as a user.

This policy applies to all users of our Google-integrated applications, whether in New Zealand or internationally.

## 2. What Services This Policy Covers

This privacy policy applies specifically to any:

- Google app or action developed by Logical Solutions,
- Linked third-party systems integrated with our Google services,
- Backend services and APIs that support these interactions,
- Websites or web applications linked to these services.

This policy governs how we handle the information transmitted if you use voice commands or interact with any of our services through Google Assistant or Google Home devices.

## 3. Information We Collect

We collect only the information necessary to provide a secure, functional, and reliable experience. This includes:

### a) Personal Information

We may collect identifiers you provide directly (such as your name or email) when:

- You choose to link your account,
- You contact our support team,
- You opt in to receive updates or communications.

### b) Voice and Interaction Data

When you interact with our Google Assistant services, Google transcribes and forwards your spoken requests to our systems. We may temporarily retain and process:

- The command issued (for example, a request to check the status of an order or support ticket),
- The response we return to you,
- A timestamp and interaction ID for troubleshooting or performance analysis.

**Important:** We do not store or have access to raw voice recordings — all voice processing is handled by Google.

### c) Device and Usage Data

To ensure performance and support, we may automatically collect:

- Device type and IP address,
- Browser information (if accessing linked web portals),
- Logs of feature usage and response times,
- Diagnostic information in the event of errors.

## 4. How We Use Your Information

We use the collected data solely to:

- Deliver the features and functions of our Google Assistant services,
- Improve performance, reliability, and usability,
- Communicate with you regarding service updates or issues,
- Perform anonymised analysis to improve quality of service.

We do **not** use your data for advertising, profiling, or resale to third parties.

## 5. Consent and Control

Where possible, we operate on a basis of **explicit user consent**, including:

- Account linking where applicable (OAuth-based),

- Opt-in notifications or follow-ups,
- Requests to use your information for customer support or error diagnostics.

You may withdraw consent at any time by:

- Revoking access via your Google Account settings,
- Contacting us directly to request data removal.

## 6. Data Storage and Security

All information is processed following the **New Zealand Privacy Act 2020** and stored securely in encrypted environments. We follow industry best practices for:

- Data encryption in transit and at rest,
- Role-based access control and audit logging,
- Regular vulnerability scanning and patching.

Only authorised personnel can access sensitive data; all staff are trained in privacy best practices.

## 7. Sharing and Third Parties

We do **not** sell or rent your information to anyone.

We may share data only under these limited circumstances:

- With Google (for the operation of Google Assistant services),
- With infrastructure or software providers under strict confidentiality (e.g., hosting providers),
- When legally required (e.g., law enforcement with proper documentation),
- To prevent harm or enforce our terms of service.

## 8. International Transfers

If you are located outside New Zealand, please note that your information may be transferred to and processed in New Zealand or other jurisdictions where our cloud services operate. We ensure all transfers meet the privacy requirements under NZ law and, where applicable, GDPR equivalency standards.

## 9. Data Retention

We retain data only for as long as necessary:

- Personal data: Retained only as long as needed for active services, then securely deleted.
- Diagnostic logs: Stored for a limited time to support service performance analysis.
- Anonymised analytics: May be retained indefinitely for improving services.

## 10. Your Rights Under New Zealand Law

As a user, you have the right to:

- Access the personal information we hold about you,
- Request correction of inaccurate data,
- Request deletion of your data (where applicable),
- Object to the use of your information for specific purposes,
- Complain to the Office of the Privacy Commissioner.

To make a request, contact us using the details below.

## 11. Children's Data

Our Google services are not intended for users under the age of 13. We do not knowingly collect or store data from children without verifiable parental consent. If we become aware of such data, we will delete it immediately.

## 12. Changes to This Policy

We may revise this Privacy Policy from time to time. Any changes will be posted on our website with an updated "Last Updated" date. We may notify users via Google Assistant or linked accounts if significant changes are made.

## 13. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy, please get in touch with us:

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