

Privacy Policy

Last updated: 2 Jun 2025

Hello Inspections Pty Ltd ("we", "our", or "us") respects your privacy and is committed to protecting the personal information you provide when using our mobile application (the "App").

By using the App, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

When you use our App, we may collect the following information:

Email address

First and last name

Photographs you take within the app

AI-generated defect descriptions derived from your photos

Device and usage data (e.g. through Google Analytics)

Passwords used for sign-in are handled securely via Firebase Authentication and are not stored on our servers.

2. How We Use Your Information

We use the collected data for the following purposes:

To generate property defect descriptions using AI

To register and authenticate users

To improve the App's functionality and performance through analytics

3. Data Storage and Security

Your data is stored securely using Firebase, which includes:

Firebase Authentication for user sign-in

Firebase Storage for saving images

Firebase Firestore for storing user and metadata

All data is encrypted in transit and at rest. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

4. Third-Party Services

We use the following third-party services that may collect information under their own privacy policies:

Firebase (Google)

OpenAI API (for AI-generated descriptions)

Google Analytics (usage tracking)

Google Places API (location-based services)

We recommend reviewing their privacy policies for more information.

5. Data Retention and User Rights

We retain the data you submit, including photos and AI-generated content, for as long as needed to provide our services.

At this time:

Users cannot request deletion of their data

Users cannot export their data

We may implement these features in future versions of the App.

6. Children's Privacy

The App is intended for use by individuals aged 18 and over. We do not knowingly collect data from anyone under 18 years of age. If we become aware that a minor has provided us with personal information, we will take steps to delete such data.

7. Changes to This Policy

We may update this Privacy Policy from time to time. If changes are significant, we will provide notice via the App or by other appropriate means. Continued use of the App indicates your acceptance of the updated policy.

8. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Hello Inspections Pty Ltd
hello@helloinspections.com
Australia