

# SenseiQ - Website and App Privacy Policy

**Last updated: 21-03-2026**

Sensei Solutions Limited ("we", "our", or "us") is committed to protecting your privacy. This Privacy Policy explains how the SenseiQ App ("the App") and the SenseiQ Website ("the Website") collect, use, and store information when you use our services together with the SenseiQ structural monitoring sensor ("the Sensor").

By using the App and/or the Website, you agree to the collection and use of information in accordance with this Privacy Policy and the terms of the Policy.

---

## 1. Information We Collect

### 1.1 Information You Provide

- **Account information:** Name, email address, and password (if applicable).
- **Building information:** Optional details you enter to label or describe the monitored structure (e.g., building name, floor, unit).
- **Feedback:** Any information you submit through surveys, support requests, or beta testing forms.

### 1.2 Automatically Collected Information

- **Sensor data:** Inter-storey displacement, motion readings, event markers, timestamps, and any other structural monitoring data transmitted by the SenseiQ sensor.
- **Website and App usage data:** Interactions, screens visited, crash logs, and performance analytics.
- **Device information:** Device model, operating system version, and unique device identifiers assigned by the system (e.g., Apple's identifier for vendors).

### 1.3 Location Data

Neither the App nor the website collects your GPS location.

We may store general location metadata that you manually enter (e.g., "Level 3 – East Wing").

### 1.4 Cookies and Tracking Technologies

The Website does not use cookies or similar tracking technologies. We use Cloudflare Web Analytics to collect anonymised traffic data such as page views, performance metrics, browser and device information, geographic region, and traffic

sources. This service does not use persistent cookies, does not track users across sites, and does not collect personally identifiable information. For more details, see [Cloudflare's Privacy Policy](#).

---

## 2. How We Use Your Information

We use collected information to:

- Operate and improve the App, the Website, and Sensor services
- Display monitoring results to you
- Notify you about important events or alerts
- Analyse system performance and sensor behaviour
- Provide customer support
- Improve product safety, reliability, and user experience
- Comply with legal obligations

We do not sell or supply your data to third parties, unless we are legally required to.

---

## 3. How Sensor Data Is Stored

- Sensor data is transmitted securely to our backend server.
  - Data is stored on a private virtual server, currently located in Australia. While our company is based in New Zealand, data is processed and stored in Australia, which maintains broadly comparable privacy protections under the Australian Privacy Act 1988.
  - Only our authorised team members and the account owner can view the data.
  - We retain sensor data for as long as your account remains active, unless you request deletion.
- 

## 4. Sharing Your Information

We may share your information only in the following cases:

- **Service providers** who assist with hosting or support, but not for marketing purposes.
  - **Regulatory or legal authorities**, if required by law.
  - **With your explicit consent**, for example when exporting reports to third parties.
-

## 5. Data Breach Notification

In accordance with the Privacy Act 2020 (New Zealand), if we become aware of a notifiable privacy breach that is likely to cause serious harm to affected individuals, we will:

- Notify the Office of the Privacy Commissioner as soon as practicable.
  - Notify affected users, providing details of the breach, the information involved, and the steps we are taking in response.
- 

## 6. Data Security

We take reasonable organisational and technical measures to protect your data, including:

- Encrypted communication (HTTPS/TLS)
- Secure authentication
- Private Virtual Network
- Restricted internal access

However, no system is 100% secure, and we cannot guarantee absolute security.

---

## 7. Your Rights

Under the Privacy Act 2020 (New Zealand), you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your account or data
- Request a copy of your data

To exercise any of these rights, contact us at: [\*\*admin@senseisolutions.co.nz\*\*](mailto:admin@senseisolutions.co.nz)

---

## 8. Children's Privacy

The App and the Website are not intended for children under 16, and we do not knowingly collect personal information from children.

---

## 9. Data Retention

We retain your information only as long as needed to:

- Provide services;
- Meet legal requirements; and
- Resolve disputes.

If you request deletion of your account or data, we will remove or anonymise your personal information within 30 days of your request, except where we are required by law to retain it.

---

## 10. Third-Party Services

The App and the Website may use third-party tools such as:

- **Cloudflare Web Analytics** — anonymised website traffic and performance monitoring (hosted by Cloudflare, Inc.); and
- Cloud hosting providers (private virtual server, hosted in Australia).

These services are bound by their own privacy policies, and we take reasonable steps to ensure they follow industry standards for data protection.

---

## 11. Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you via email or in-app notification. An up-to-date version is always available at [www.senseisolutions.co.nz/privacy-policy](http://www.senseisolutions.co.nz/privacy-policy).

---

## 12. Contact Us

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

**Sensei Solutions Limited**

Email: [admin@senseisolutions.co.nz](mailto:admin@senseisolutions.co.nz)

Website: <https://www.senseisolutions.co.nz/>