

# Frequently Asked Questions - AltiusLife

## **What is the minimum time frame from signing the contract to the launch of AltiusLife?**

Ideally, we need a minimum of 6 weeks to complete the onboarding process and to coordinate the launch.

## **How long do we have access to the AltiusLife app?**

We work on a minimum 12 month cycle and we optimise as needed.

## **Are we able to customise the AltiusLife app with our content and logos?**

Absolutely. The AltiusLife app can be tailored to the needs of your company and your employees. We are able to add your logo, colour scheme, customised content, internal policies and documents to the app.

## **Is there an additional cost to customising the AltiusLife app?**

The addition of your logo is included in the onboarding costs. Additional customised content, policies and documents incur a per hour development rate, GST exclusive.

## **What personalised data does AltiusLife collect and where is all our data stored?**

The AltiusLife app requires your full name, date of birth and an email address to create the first step to create your account. All data is encrypted and unidentified and stored on a secure database. The data is aggregated and is kept securely and managed in compliance with our privacy policy.

## **Why do we need to provide our date of birth to set up an account on Altius Life?**

The App Stores in which AltiusLife sits, deems AltiusLife as an 18+ application, therefore users must enter their DOB to access the app.

## **Do we need to provide you our emails to set up our account?**

No. AltiusLife will be set up using a unique company registration code and we will not require your email. It is helpful to ensure the organisations internal email system can receive the Altius emails and we have tested this with your IT department prior to the launch.

## **What is your Privacy Policy?**

In accordance with the Privacy Act 1998, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (including the Australian Privacy Principles (APPs), in conjunction with all relevant state and territory privacy legislation, the Altius Group has established standards for the management of personal and health information. The comprehensive Privacy Policy can be found on our website, <https://altius-group.com.au/privacy-policy>

## **Can I use the AltiusLife app on my phone?**

Yes. AltiusLife is accessible on all smartphones. It is available through the Apple store and Google play. If you do not have a phone, AltiusLife can be accessed via your computer, tablet or iPad.

## **Who do I contact if I need help with the app?**

We are available to help during regular working hours, Monday to Friday 9am – 5pm. You can contact us on 1300 307 912 or by emailing [info@altiuslife.com.au](mailto:info@altiuslife.com.au).