



# **Journeys app**

## **Privacy Policy**

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# Introduction

This privacy policy explains how information is processed when using the Journeys App. Journeys is designed to support children in their journey through Barnahus and similar services, including providing general information and, where enabled by Barnahus, personalised information about a specific Barnahus visit.

We are fully committed to protecting the privacy of everyone who uses Journeys.

This privacy policy applies to two groups:

*Children and caregivers* who use Journeys (including the public “Interactive Tour” section and restricted sections), and

*Professionals* who use the professional interface to create/manage content (“dashboard”/administration features).

We apply *data minimisation and privacy-by-design*: we only process information that is necessary to operate Journeys and keep it secure.

## Journeys App

The Journeys app has been created to assist children who visit Barnahus. It aims to ensure that children have access to information that will help them to prepare and understand their journey through Barnahus.

Depending on your country, there are two parts of Journeys (Public and Restricted).

### “Interactive Tour” (Public section)

This section is open and can in principle be accessed by anyone who downloads Journeys. It contains general information about Barnahus and generic 3D depictions of rooms. It does not require users to create an account or log in.

### “Visit your Barnahus” (Restricted section)

In some countries, Barnahus provide a restricted section of the app. Where available, this section provides a personalised introduction to the specific Barnahus a child will visit (e.g., photos/text selected by the institution, staff and rooms, and other content). Access is controlled by the Barnahus and requires a Custom ID and a password / one-time password, followed by the user setting their own password. If appropriate, the Barnahus may decide that this section includes a comment function, allowing the child to write comments.

# Who is responsible for what? (Roles and responsibilities)

## The Barnahus — the Data Controller

The Barnahus is the data controller for any case-related information. This means the Barnahus decides what information is entered, why it is used, and how long it is stored in strict compliance with the guidelines of the app. The Barnahus typically decides:

- what content is uploaded (text, photos, audio),
- which users have access to restricted sections,
- whether the child's comments section is enabled,
- and what information is included in the child's restricted journey.

**Important:** If you have questions about what your Barnahus does with information in the restricted section, please contact your Barnahus.

The Barnahus is responsible for:

- adherence to privacy, data protection and other relevant laws in setting up, populating, using and disseminating the app,
- transparency and information to children/caregivers and professionals,
- retention of case-related or journey-related information,
- responding to rights requests about institutional content.

## Journeys App developers/service provider (Cinnamon Agency) — the Data Processor

Cinnamon Agency, the developer of Journeys act as a data processor, meaning they provide and maintain the app and supporting infrastructure, including hosting and security. They do not use Journeys' information for advertising.

## The Barnahus Network

The Barnahus Network, which supports the development and dissemination of Journeys may access anonymised data and statistics, for example about the number and country of origin of users, number of visits to a certain page. This data may be

used for developing the content. The Barnahus Network does not collect, process or access any personal information or data from Journeys.

## **What information is processed (and why)?**

### **Children and caregivers**

#### Public “Interactive Tour”

We do not ask children/caregivers to provide identifying information to use the public section. However, like most digital services, Journeys may process limited technical/security data necessary to operate the service (see Section 6), such as system logs.

#### Restricted “Visit your Barnahus”

To access restricted content, Journeys processes:

Identifiers / access credentials

- Custom ID (a code used to access restricted content)
- Password / one-time password (and later a child-chosen password)

User-generated content (if enabled)

- Comments entered by the child in the restricted journey (if enabled by the Barnahus) – also see section below about the Comment function

**Important:** Journeys is designed so that children’s identifying information such as name, date of birth, address, phone number are not stored. However, comments are free text. If a child enters identifying information in comments, those comments may contain personal data. The Barnahus has the responsibility to provide guidance and set appropriate rules for use of the comment function.

### **Professionals (administration / dashboard users)**

#### What we process

- Work email address (login/authentication)
- Limited technical/security data (e.g., login logs, security logs) for security and troubleshooting

#### Purpose

- to authenticate Professionals and provide secure administration

- to protect the service and prevent misuse

## **Media and content uploaded by Barnahus (staff/rooms/audio/text)**

Barnahus may upload or manage:

- staff photos and names/roles, with their prior consent,
- photos of rooms,
- text content about the Barnahus visit,
- audio recordings (e.g., staff-recorded audio linked to content).

This information may include personal data of staff (and potentially other individuals if images/audio include them). It is the responsibility and decision of the Barnahus to determine the type of data that is entered into the app concerning its staff, and to ensure prior consent from concerned staff.

**Important:** Barnahus are responsible for ensuring appropriate lawful basis (including consent where applicable) and ensuring that children's identifying information is not unintentionally included.

## **Comment Function (Restricted section)**

If enabled by the institution, Journeys allows children to write comments connected to their restricted journey.

- The Barnahus can enable or disable the ability to post comments.
- The Barnahus staff have the possibility to view the content of the comments.
- Existing comments may remain accessible to the child afterwards, depending on the Barnahus settings and retention policies.
- Barnahus must consider applicable national law and professional guidance and enable the comment function only in ways that are safe and appropriate.

**Important:** Children should be advised and supported in ensuring that no identifying details are included in the comments section.

## **Sharing of Information and Third Parties**

Personal information is not sold, rented, or traded.

Trusted service providers (“processors”) may be used to operate Journeys securely (e.g., hosting infrastructure, secure email delivery for authentication, security monitoring). Such providers are bound by contractual confidentiality and data protection obligations.

Upon request, we can provide a description of categories of processors used.

## **Technical Data, Logs, and Analytics**

To protect the App and keep it functioning, Journeys may process limited technical data such as:

- device and system information,
- IP address (typically in server logs),
- timestamps,
- error logs and security logs.

We use this information for:

- security,
- fraud/misuse prevention,
- debugging and service improvement.

**Important:** We do not use this data for advertising or tracking children across apps.

## **Storage, Security, and Access Controls**

We use technical and organisational measures appropriate to the risk, including:

- encryption in transit (e.g., TLS),
- secure storage controls and restricted access,
- role-based access for administrative functions,
- monitoring and logging for security.

Passwords are not stored in plain text. They are using industry-standard hashing and security practices.

## Retention

We retain information only as long as necessary for the purposes described above.

- Professional account data (work email) is retained for as long as the account is active and for a limited period thereafter for security/audit/legal purposes.
- Security logs are typically retained for a short, defined period (e.g. weeks or months) in accordance with internal security policies.
- Restricted journey content and child comments are retained according to the Barnahus' policies and legal obligations.

**Important:** Barnahus are responsible for defining clear retention rules for restricted journeys and comments.

## Your Rights and How to Exercise Them

### Professionals

Professional users may have rights under applicable law (including GDPR), including access, rectification, deletion, restriction, objection, and complaint.

For requests about the Professional account data processed by the developers, contact us (see Contact Us below).

### Children / caregivers

Requests relating to *the restricted journey content and child comments* are handled by the Barnahus in their role as controller. Please contact the Barnahus you visited if you have requests or questions.

### Children's privacy and safety

We take children's privacy and safety seriously. The Journeys app:

- **does not** require children to provide names, birthdays, addresses, phone numbers, email, school details;
- **does not** provide public profiles or social networking features;
- **does not** allow children to search for or contact unknown users. In the restricted area, children can learn more about the professionals who work in Barnahus, depending on the specific Barnahus app contents. Please contact

your Barnahus if you would like to learn more or have questions about the content that you can access.

- **does not** display any advertising to children and does not sell children's data.

**Important:** The restricted section is designed to be accessible only using a Custom ID and password, controlled by the Barnahus. The comment function is limited to the restricted journey and is not public. Barnahus decide whether to enable comments and should provide guidance to children about safe use.

## Where to Find This Policy

This Privacy Policy is available:

- inside the App at any time
- on the Google Play Store listing,
- on the Apple App Store listing.
- on the Journeys website: <https://barnahus.eu/2025/01/10/journeys-app/>

We encourage users to review it before and during use of Journeys.

## Contact Us

For questions about this policy or processing by the Journey App developers:

Journey App Development Team

Email: [hello@cinnamon.agency](mailto:hello@cinnamon.agency)

Legal entity name: [Cinnamon d.o.o](#)

Address (recommended): Gredice 8, 10000, Zagreb, Croatia

For questions about information processed by a Barnahus or similar services (restricted journeys, content, comments), contact the relevant service that you will visit or have visited.

For general information about the Journeys app, please visit

<https://barnahus.eu/2025/01/10/journeys-app/> or contact Olivia Lind Haldorsson, [olivia.lind.haldorsson@barnahus.eu](mailto:olivia.lind.haldorsson@barnahus.eu)

## **Changes to This Policy**

We may update this policy. The “Last updated” date will change accordingly. Material changes will be communicated in the App or through appropriate channels.

**Last Updated: February 2026**

# **FAQ for children**

## **Interactive Tour**

### **What is the interactive tour in Journeys?**

The Interactive Tour is a part of the Journeys app that helps you feel calmer and more prepared before, during, and after your visit to Barnahus. It explains what Barnahus is and what might happen there, in a way that is easy to explore.

This part of the app is open to everyone, so you don't need a code or password to use it. It only shows general information and does not include anything about your own case or about a specific Barnahus.

In the Interactive Tour you can choose to explore Barnahus (walk through different rooms) or visit the meditation space to try simple breathing and relaxation exercises. The rooms are 3D pictures, not real photos, and they are made to look like typical rooms in a Barnahus. Your Barnahus may look different, but it should give you an idea of what to expect.

### **Do I have to tell the app my name?**

No. You can use the app without telling it your name.

The app will ask you about your age, so that it can direct you to the right place, but this data is not stored.

The app will also ask you to choose a language so that you can access the information in a language that you understand.

### **Does the app know my address?**

No. The app does not ask for your address.

### **Does the app have ads?**

No. The app does not show ads to children.

### **Do I have to pay to use the app?**

No. The app is provided entirely for free to children and caregivers.

### **Does the app let strangers message me?**

No. The app is not a social media app and strangers cannot contact you in it.

## **Visit Your Barnahus**

### **What is the “Visit your Barnahus” part of Journeys?**

The “Visit your Barnahus” section in Journeys is made for you. It gives you information about the specific Barnahus you will visit, including a tour which can for example include photos of the rooms and the staff, so you know what to expect.

This section also helps you and the persons you meet in Barnahus to share information and talk about your journey. The goal is to help you feel more involved, ask questions, and have more control over what happens.

This part of the app is restricted, which means not everyone can access it. Your Barnahus decides who can use it. To open it, you need a Custom ID and a password that a professional creates for you. The professional also chooses what rooms, staff, and information you can see.

Not all Barnahus have this part of the app. Ask the persons you meet in Barnahus if they do.

### **How can I see “Visit your Barnahus”?**

If the Barnahus you will visit has set up this part of the app, you will receive information from them on how to access this section. You need a code (Custom ID) and a password from someone at the Barnahus. After you log in the first time, you choose your own password. Someone at the Barnahus will help you.

### **Can I write comments?**

In the “Visit your Barnahus” part of the app, you may be able to write comments. This can only happen if the Barnahus has decided to turn the comment section on. If the comment section is on, you can write comments in your private comments section. Ask someone in your Barnahus if the comments section is available, how it works, and how to use it section in safe way.

### **Should I write private things like my full name or address in the comment section?**

No. You should never write private details like your name, address, phone number, email, social media, passwords etc. Discuss with the persons you meet in Barnahus what it is safe to write in the comments section of the app!

**Can other people see what I write?**

Only people who are allowed (for example the Barnahus professionals working with you) should see it. It is not public. Ask the persons that you meet in Barnahus to explain who can access what you write, why and how it might be used.

**If I have questions about my personal information and details of my journey, who do I ask?**

Persons who work in the Barnahus you will visit or have visited.