

A SEPARATE LYFF PRODUCT

Lyff Care Card Product and Privacy Guide

Understand what your Care Card displays, how your information is protected and how to manage your set before you buy or activate it.



Illustrative Emergency Profile using example information.

What your purchase includes

A wallet card and matching keytag share one QR code. Scanning either opens the same read-only Emergency Profile containing the information you choose to make public.

Care Card set	\$68 one-off, including GST and Australian delivery
Replacement set	\$18
Included vault	12 months of Lyff Free, with up to five documents

No paid vault subscription is required. Your Care Card can keep working after vault access ends, while your Lyff account is retained and the set remains active.

PRIVACY AND SECURITY

Your information and privacy

Who can see your Emergency Profile

Anyone with your card, keytag, QR code or profile link can view your published Emergency Profile without signing in. Choose only information you are comfortable making publicly accessible. A recipient may retain information they have already viewed; later changes cannot recall it.

The scan page is read-only. It cannot open your private vault, documents, messages or Lyff account. You choose which available fields to display and preview the profile before giving explicit consent to publish it.

What encryption at rest means

Your stored Emergency Profile and delivery address are encrypted at rest. This means the stored information is encrypted in Lyff's systems, rather than kept as readable text in those database fields.

The Emergency Profile does not use your private vault's zero-knowledge protection. Lyff must make your selected profile information readable on the public scan page. Encryption at rest does not make information displayed through your QR code private.

Fresh MFA for every change

Multi-factor authentication (MFA) adds an extra identity check beyond your password. Each edit to your Emergency Profile, pause, reinstatement, lost-set report, replacement request or permanent deactivation requires a fresh MFA check, even when you are already signed in.

Consent and records

Only fields selected for publication and covered by your consent are shown. If the consent wording changes, the profile is hidden until you give consent again. Care Card changes are audited, but public QR scans are not logged. Administrative screens show card status rather than Emergency Profile content.

Use as supporting information

The Care Card does not replace medical records, professional medical advice or formal medical directives. It cannot guarantee that someone will find or scan it. Viewing the profile requires an internet connection. Keep your information accurate and current, and do not rely on the card as your only emergency safeguard.

ACTIVATION AND ONGOING CARE

Using and managing your Care Card

Purchase and activate your set

Before purchase, verify your email and confirm that the set is for your own use. Create your Emergency Profile, preview the public fields and give consent to display them.

After dispatch, your activation code is emailed separately. When your set arrives, sign in to Lyff, enter the printed serial number and activation code, then complete MFA. The code is single use and valid for 90 days. It locks after five incorrect attempts. Resending a code cancels the previous one.

Pause a set or arrange a replacement

If either item is lost, use your Care Card controls to pause the set or report it lost. The wallet card and keytag share one QR, so pausing stops both from displaying your Emergency Profile. Pausing the Care Card set is separate from your vault subscription.

A replacement set costs \$18. Allow approximately 7 to 14 days for the replacement to arrive; this is an estimate, not a guaranteed delivery time. Activate the new set when it arrives. If your existing set is paused, its Emergency Profile is unavailable through that QR while it remains paused. Keep another way for someone to find your emergency contact details during the wait.

You can reinstate a paused set when appropriate. Permanent deactivation is also available and is different from a temporary pause. Each of these changes requires fresh MFA.

When vault access ends

Care Card management, Account and Renew/Upgrade remain available after vault access ends. Your Care Card continues to work while the account is retained and the set is active. Deleting your Lyff account removes its Emergency Profile. Vault expiry and account deletion are different actions.

Help and current policies

This guide summarises the product. Read the current policies before purchase and contact Lyff if you need help with activation, a lost set or a replacement.

Care Card lyff.com.au/care-card/

Terms of Service lyff.com.au/terms-of-service/

Privacy Policy lyff.com.au/privacy-policy/

Refund Policy lyff.com.au/refunds-and-cancellations/

Contact Lyff Support hello@lyff.com.au

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