

# Field Observations

## Snap Send Solve App Use and Confidentiality

### Disclaimer:

At Victoria State Emergency Service (VICSES) the safety of our members and the community are fundamental to all of our decisions. If capturing field observations, please prioritise your safety at all times. Never enter floodwater, be aware of the environment you are operating in and note that conditions can change quickly. Only ever capture an observation if it is absolutely safe to do so. Visit [VICSES values](#) for further information.

For flood/storm emergency assistance call 132 500, for life threatening emergencies call triple 000.

If you download and subsequently use the Snap Send Solve app for VICSES it is expected that:

- You have read and understood the above disclaimer.
- You will stay safe at all times, which includes:
  - keeping well away from, and never entering, floodwater and
  - never using your phone while driving.
- You are comfortable with the terms of use of the third party Snap Send Solve app before continuing to download it.
- You understand a unique VICSES code will be provided to you to grant access to the VICSES area of the Snap Send Solve App. You are aware this is a restricted code and is not to be shared with anyone.
- The activities undertaken and images taken to gather field observations will be respectful of all persons and property.
- Your field observations will reflect your best understanding of the situation.
- You consent VICSES to the collection, use and disclosure of personal information you provide within the Snap Send Solve app.
- You understand when you share a field observation your personal information is displayed on the Snap Send Solve portal and EM-COP layer and handled with discretion by emergency management personnel, for the sole purpose of contacting you during an event to request further field observation related information if required.
- You understand your field observation photos are used by emergency management personnel in an Incident Management Team (IMT) for the purpose of collecting field intelligence and may be shared with other authorities and emergency management agencies for related activities before, during and after an event.
- You acknowledge that there may be sensitivities associated with the images you sent via the app and so if you wish to share these outside of the app, we ask that you contact the Regional Duty Officer (RDO), Incident Controller (IC) or regional staff for approval.
- You understand that misuse of the App by submitting inappropriate images will result in VICSES removing your access to the app.

### Further Information

Once the app is downloaded select 'More' to read further information in relation to Snap Send Solve.

VICSES values and is committed to respecting the rights of individual's personal information. Visit [VICSES privacy](#) for further information and to view our privacy policy.

*Thank you for assisting VICSES by providing timely information and images of emergency events. This helps to maximise public information and response efforts.*