

# Privacy Policy

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## 1.1 Introduction

To support clinical engagement and sustainable performance improvements in hospital and health services, we, Healthcare Logic Global Limited (ACN 626 171 917) and each of its subsidiaries (collectively “we” or “us”), develop the next generation of hospital analytics platforms. In operating our business, we may collect personal information. This policy outlines the personal information that we may collect and how it is managed.

The primary purpose for collecting personal information is to operate our business and to enable meaningful information to be provided to our clients so they operate at a higher level. We value the privacy of all our clients and share the importance of maintaining the privacy of any individuals whose personal information is collected by us.

## 1.2 Personal Information

Personal information is information or an opinion about an individual, where that individual could be reasonably identified from that information or opinion. Personal information may include, for example, the name, address, email address, birthday or other financial information of individuals. Personal information includes health information about a person, where that person could be identified from the information or opinion.

## 1.3 Whose information may we collect?

In carrying out our work we collect personal information of individuals who:

- (a) work for organisations investigating the use of, using, or testing our products and services;
- (b) are patients of a hospital or health service in Australia or New Zealand where our products and services are used;
- (c) work for organisations who are engaged by us to support our business (for example, other software providers, our professional advisors, or collaborating universities or researchers) in the development, implementation, marketing or delivery of our products and services; and
- (d) provide information to us by contacting us through our website, by email or telephone, or who talk to us to find out more about our business and our services, make a general enquiry or apply or express an interest in working with us.

## 1.4 Use of personal information

We collect personal information by different means – for example within our analytics platforms on secure servers or via questions on our website. How the information is collected, and from where that information is collected governs how we use this information and how it stored. The use of personal information and any disclosure of the information is set out below.

Category	What type of information may be collected and how?	How do we use it and specific disclosures?
<b>A. Clients</b> If you work for or with one of our existing, potential or previous clients we may collect your personal information.	When we work with existing, previous, or potential clients, we may collect your name, contact details, occupation, qualifications, experience and other information including your username and password for our products and how (and when) you use our products.  This personal information may be collected:	We use this information to: <ul style="list-style-type: none"><li>- <b>Communicate</b> with you regarding your use or potential use of our products and services,</li><li>- <b>Support</b> you to use our products and services including technical support and training,</li><li>- <b>Monitor</b> the use of our products to understand their use, provide ongoing support to our clients,</li></ul>

Category	What type of information may be collected and how?	How do we use it and specific disclosures?
	<ul style="list-style-type: none"> <li>- when you give it to us,</li> <li>- when the organisation you work with gives it to us to enable us to work with you,</li> <li>- when you use our products and services,</li> <li>- if we assist you with training or technical support when you use our products or services, or</li> <li>- from third party registers or other publicly available sources.</li> </ul>	<p>research, development and improvement of our products and services and to protect our intellectual property, and</p> <ul style="list-style-type: none"> <li>- <b>Market</b> our products and services to keep you informed of our activities, upgrades, products and services.</li> </ul> <p>We may also be asked to share information with your employer regarding your use of our products. The organisation you work for is responsible for ensuring you consent to the provision of personal information to us.</p>
<p><b>B. Contractor organisations</b></p> <p>Individuals working for organisations who work with us to support our business and operations.</p>	<p>If you work for one of our contractors, service providers or collaborators, we may collect your name and contact details and other information relevant to working with us, which could include dietary requirements, age, gender, health information, financial information for credit purposes or other matters.</p> <p>If you use our information systems or products in the provision of services to us, we may also collect your username, password and your use of our systems.</p>	<p>We use this information to work with you including in relation to administration matters (for example invoicing), development and delivery of our products and services, research opportunities and other matters associated with working with you.</p> <p>We may use this information to contact you to provide updates or information about us and our products and services.</p> <p>If necessary, we may, for administrative, operational needs or service and product delivery, disclose your personal information to our clients.</p> <p>Our clients may be located outside Australia including New Zealand, the United Kingdom, the Republic of Ireland or other European countries.</p>
<p><b>C. Individuals</b></p> <p>Who contact us.</p>	<p>We collect this information when you contact us through our website, social media, email or telephone.</p> <p>We might also collect this information if you meet one of our team and provide them with your contact details, or if you attend an event organised by us or if you apply for a position with us.</p>	<p>We use this information to respond to your enquiry or if you have applied for a job with us to assess your application.</p> <p>As part of our marketing and business development, we may use this information to contact you to tell you about our business, products or services and provide news, case studies and other news and information about our company.</p>
<p><b>D. Patients</b></p> <p>Patient data of a health organisation in Australia or New Zealand using our products or services.</p>	<p>Our products use data collected by health organisation about their patients and services.</p> <p>Each health organisation is responsible for the collection of information about their patients, obtaining consent to use that</p>	<p>We only use this information to assist our clients who have collected the data to interpret the data, convert the data into a usable form, to carry out further analysis and validation exercises for the customer and to provide other technical and customer support to our clients.</p>

Category	What type of information may be collected and how?	How do we use it and specific disclosures?
	<p>information and the circumstances of any disclosure of that information.</p> <p>When our products are used within a health organisation in Australia or New Zealand, we may back-up that data or download the data into our information system for the purpose of providing additional support to the hospital or health service.</p> <p>The personal information may include detailed patient information, including names, contact details, patient identification numbers, support contacts and other health information.</p>	<p>We recognise the importance of maintaining privacy, confidentiality and the security of patient information and are bound by obligations of confidentiality and privacy to our clients.</p> <p>Any personal information contained in data downloaded from our products used in Australia and New Zealand will not be transferred out of our system to any third party (other than our secure cloud-based information system).</p> <p>Any disclosure to a third party will be carried out only in the following limited circumstances:</p> <ul style="list-style-type: none"> <li>• if required personal information due to a legal requirement or if we are compelled by law or an order of a court, or</li> <li>• with trusted contractors working for us and within our information system under strict obligations of confidentiality,</li> <li>• with your consent.</li> </ul> <p>We will <b>not</b> use this information to contact you to market our products and services.</p>

## 1.5 General Disclosures

To support our operations, product development, sales and the delivery and ongoing support for our products, we use organisations who we trust and who agree confidentiality and privacy obligations with us.

Your personal information may be disclosed to some of these organisations as part of our business operations or our ongoing research and development. Examples include:

- contractors who work directly with us to provide our products and services, or
- cloud-based services which support our operations, for example accounting software or client relationship management software used by us.

These providers may be located in Australia, New Zealand, the United Kingdom, Ireland or other countries.

We will not sell personal information collected by us to any third party.

In limited circumstances, if required by law we may disclose your personal information in accordance with that legal requirement.

## 1.6 Access to your personal information

You may access the personal information we hold about you, and update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

Healthcare Logic will not charge any fee for your access request.

To protect your personal information, we may require identification from you before releasing the requested information.

### **1.7 Maintaining the quality of your personal information**

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### **1.8 Updating our Privacy Policy**

This Policy may change from time to time and is available on our website. This Policy was last updated in March 2021.

### **1.9 Contact us about our Privacy Policy or your personal information**

Contact us on [privacy@healthcarelogic.com](mailto:privacy@healthcarelogic.com) if you would like:

- a copy of your personal information,
- to correct or amend the personal information we hold,
- have a question about our Privacy Policy, or
- have a complaint or concern regarding how we have handled your personal information.