

Maywell Healthcare®

Privacy Policy

Maywell Healthcare is committed to the protection of your personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) (Act). This policy sets out how we collect, use, manage and store your personal information.

Privacy Statement

This Privacy Policy sets out how Maywell Healthcare (ACN 668131753 PTY LTD) ('we', 'us', 'our', 'Maywell Healthcare', 'Maywell', 'our Platform' 'the Platform') collects, holds, uses and protects your personal information. This Privacy Policy applies to your use of the maywellhealthcare.com website ('the Website') and Halaxy the Practice Management Software System ('Practice Management Software System') which together are the Platform ('the Platform'). You agree that using the Website, clicking 'Sign Up' when signing up for a user account on the Website and using the Practice Management Software System or clicking 'I Accept' implies your consent to the collection and use of your personal information in accordance with this Privacy Policy. This Privacy Policy complies with the Privacy Act 1988 (Cth) ('the Privacy Act') and has been developed in line with the Australian Privacy Principles in the Privacy Act.

Personal Information

What is 'personal information'? The Privacy Act 1988 (Cth) currently defines 'personal information' as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:

- i) whether the information or opinion is true or not; and
- ii) whether the information or opinion is recorded in a material form or not

If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as 'personal information' and will not be subject to this privacy policy.

Collection of personal information

In the course of conducting our business, we may collect personal information from you including, but not limited to your:

- i title;
- ii name (including your full name, your middle name(s) and your surname);
- iii Your contact details (including street address, postal address, email address, phone number, mobile number and fax number);
- iv emergency contact details;
- v time zone;
- vi gender;
- vii date of birth;
- viii languages spoken
- ix marital status;
- x next of kin;
- xi General Practitioner's name and contact number;
- xii occupation and employment status;
- xiii medical history (including past and present medical history, and past and current medications);
- xiv referral information (including referral reason);
- xv location information;
- xvi transactional information including method of payment and your consultation dates and times;
- xvii reasons for using the Website or any of our products and services;
- xviii preferences and opinions relating to the Website or any of our products and services;

- xix information received through the provision of administrative services by us; and
- xx Logs, which may include, but is not limited to; information such as your Internet Protocol (IP) address, browser type, browser version, clickstream data, the pages of the Website that you visit, the features of the Website, activities or actions you do while using the Website, the time and date of your visit to the Website, the time spent on any pages of the Website, the number of consultations that you have, the duration of each consultation and other log related information relating to your use of the Website.

Purpose of Collection of Personal Information

Maywell Healthcare (including its team, Practitioners, contractors, healthcare professionals, clinicians, staff and volunteers) will use the personal information you provide in the provision of services to you.

We may use the personal information provided as part of the assessment, diagnosis, and treatment of client's condition(s). We may also use the information for evaluating, improving, personalising and developing our business, the Website, our other products and services, and to protect our users.

We may also use your personal information in the course of:

- i improving the Website, the Practice Management Software System, the Platform, our other products and services, and user satisfaction;
- ii providing and delivering our services, the Website, Practice Management Software System, the Platform and our other products to you;
- iii providing support to you (including technical support) with regard to the use of the Website, Practice Management Software System, the Platform and our other products and services;
- iv promoting and delivering our Services and our other products to you,
- v assisting in the provision of administrative services to the Practitioner;
- vi internal research and statistical purposes (including market segmentation and customer value analysis);
- vii assessing whether there has been a material breach of our Terms of Service, this Privacy Policy, our Disclaimer or any policies created by us from time to time; and
- viii enabling us to forward to you other information or material which we believe may be of interest to you, or that you have indicated you may be interested in receiving.
- ix by using the Website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information directly from you, and if it is material which you would reasonably expect to receive from us.

We do not use sensitive personal information in direct marketing activities. Our direct marketing material will include a simple means by which you can request not to receive further communications.

We automatically gather information to monitor the use of the Website and our other products and services. Most of the data we collect is aggregated, and such aggregated information is effectively anonymous to us.

We may use Google Analytics, and other third-party analytics software to track your usage of the Website. Google Analytics is a web analysis service provided by Google. Google utilises the data collected to track and examine the use of our Website, prepare reports on its activities and share

them with other Google services. Google's use of the data collected is subject to Google's Privacy Policy which is available at [google.com.au/policies/privacy](https://www.google.com.au/policies/privacy).

Information Retained by Practitioners

Practitioners providing their Services for Maywell Healthcare are independent practitioners and are not employed by Maywell Healthcare. They are all registered members of professional bodies which stipulate best practices for information management and the provision of Services.

Your Practitioner may gather additional information during the sessions you have together. Your Practitioner will make notes about your session, either during or immediately following your appointment. This information is retained to document your sessions and used by your Practitioner to maintain records of your consultation, to provide the best possible service to you. This enables your Practitioner to provide a relevant and informed service to you. Your Practitioner is responsible to ensure that this information is securely held according to the confidentiality policies stipulated by their governing professional organisations and in accordance with Australian privacy law.

The personal information we collect is reasonably necessary for the purposes of conducting and improving our business and our products and services. Given the nature of the products and services we offer, some of the information we collect may be sensitive information including medical and health information. We endeavour to only collect personal information about you from you, where it is reasonable and practical to do so.

This information may be collected in a number of ways, including:

- i through the Website;
- ii through our Practice Management Software System
- iii in the course of conducting our Services;
- iv in referrals and correspondence received;
- v through the account creation process on the Website and the Practice Management Software System.
- vi from our users;
- vii through the administrative services provided by us;
- viii through marketing research including surveys;
- ix from competitions and surveys;
- x through any of our other business activities or events;
- xi through a person seeking employment, volunteering or a contractual agreement with us, having been employed or contracted by us or being employed or contracted by us; and/
or
- xii by otherwise having some form of contact with a person, such as by personal contact, mail, telephone, email, video conferencing, Internet or other forms of telecommunication.

Disclosure of Personal Information

We maintain the privacy of client information in accordance with the Privacy Act 1988 (Cth) (Act) and comply with obligations related to the collection, use and disclosure of personal information, including through telehealth. The information we gather for the purpose of providing your service is stored in a secure cloud-based Website platform and a Practice Management Software System, and is only accessible by authorised personnel and practitioners.

Your personal client file and personal information will remain confidential, and will not be shared without your consent, however in the course of conducting our business, we may disclose your personal information for purposes which should be reasonably expected by you; for other purposes to which you have consented; and as otherwise authorised or required by law.

In these instances, we will inform you of the information we are required to release in accordance with our legal and ethical obligations.

Other purposes or entities including:

- i disclosure is otherwise required or authorised by law; or
- ii it is subpoenaed by a court or as required by any Court order; and
- iii failure to disclose the information would place you or another person at serious risk of life, health or safety; or
- iv your prior approval has been obtained (whether express or implied) to:
 - i) provide a written report to another professional or agency.e.g.,a GP or a lawyer; or
 - ii) discuss the material with another person, e.g. a parent, employer or health provider; or
 - iii) disclose the information in another way; or
- v Practitioners; or
- vi you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
- vii external service providers, so that they can provide products and services in connection with the operation and improvement of our business; or
- viii our affiliates, including but not limited to other organisations and businesses within our group of organisation
- ix as permitted under the Privacy Act or any other applicable law.

Consent to share information

Information you provide to your Practitioner may only be shared with a third party (e.g. GP, court, school or agency), with your informed consent or awareness except in exceptional circumstances.

In some instances, your Practitioner will be obligated to share information about your treatment with other professionals (e.g., Medicare, Workcover, NDIS). If you request or consent to your Practitioner providing a letter or report to another party, they will need to include personal information about you that is relevant to the reporting purpose. Maywell Healthcare cannot be responsible for preserving the confidentiality of any report or communication that has been provided to a third party.

We will not use or disclose information about individuals for other purposes without consent, except in exceptional circumstances. Exceptional circumstances include; if the disclosure is required by law or is necessary to protect the rights or property of Maywell Healthcare or any other individual; it is subpoenaed by a court; or to lessen a serious threat to a person's health or safety. This may include if we have concerns that there is a serious threat to your health or safety.

Certain services we provide including features on the Website and other social media platforms are open to any other account holders to view, including, but not limited to, our blog (if any), community discussion forum chat group (if any) and certain aspects of your personal user profile. Any information you create or post in these locations may be available and accessible to other users of the Website.

The Website and other social media platforms may also enable you to upload, post, transmit, display, perform or distribute content, information or other data, which may include your personal information. Any information that you choose to disclose by means of such features will become public information. We therefore strongly urge you to exercise caution when deciding to disclose your personal information by such means. You agree to assume all responsibility for all personal information that you have made public.

Storage and Security of Personal Information

We use all reasonable endeavours to maintain the security of the personal information we collect against misuse, interference, loss, unauthorised access, modification or disclosure.

Data transmissions over the Internet cannot be guaranteed to be fully and absolutely secure. The Website, the Practice Management Software System and our services have security measures in place designed to protect against the loss, misuse and alteration of information. The precautionary steps we have also taken or plan to take to protect personal information include:

- i storing all our cloud information by way of secure and encrypted servers;
- ii external messaging of data is not permitted;
- iii adopting measures to protect our computer systems and networks for storing, processing and transmitting personal information;
- iv adopting procedural and personnel measures for limiting access to personal information by our staff;
- v regularly reviewing our information collection, storage and processing practices; and
- vi secured encrypted servers, password protection for electronic files, multi-factor authentication procedures, securing paper files in locked cabinets and physical access restrictions.

We cannot ensure or warrant that your personal information will always be secure during transmission or protected from unauthorised access during storage therefore you provide your personal information to us at your own risk. Please contact us immediately if you become aware or have reason to believe there has been unauthorised use of your personal information.

Overseas Disclosure

We may disclose your personal information to outsourced information technology service providers, including cloud computing providers, Practice Management Software System and data storage providers. These third party service providers may operate globally and be located or based outside Australia (including the United States of America and Europe).

With the exception of the above, we will only disclose your personal information to an overseas recipient if:

- i you consent to the transfer; or
- ii the disclosure of the information is required, authorised or permitted by or under Australian law, other applicable law or a court/tribunal order.

Cookies

Cookies are pieces of information that the Website transfers to your computer's hard drive for record keeping purposes. Most web browsers are set to accept cookies. We use cookies to make your experience of our website and services as convenient as possible. While cookies do not personally identify you, they do identify your browser.

Cookies are used to estimate the number of users, and determine the overall traffic patterns through our website. If you do not wish to receive any cookies, you can set your browser to refuse cookies. This may however result in users not being able to take full advantage of our services.

Links

If you use a link to access a third-party website, you do so entirely at your own risk. You should always read the applicable privacy policies of other websites.

Mandatory Data Breach Notifications

Pursuant to the Privacy Act 1988, we are required to notify you and the Australian Information Commissioner if we suspect that a data breach (relating to your personal and/or health information) has occurred and there is a real risk of serious harm to you as a result of the breach.

Accessing and correction of your personal information

We strive to keep accurate, complete and up-to-date records of the personal information we collect, so far as practical. Accuracy depends on the information provided to us.

You have the right to seek access to your personal information held by us and that right extends to correction of the information if it is inaccurate, out of date or incomplete.

If you have established an account with the Platform, you may access and amend your personal information through the Website and the Practice Management Software System after you log in. It is your responsibility to ensure that all of your personal information with Maywell Healthcare is accurate and kept up to date.

If you are unable to amend personal information that we hold, please contact us either via our [Contact Us](#) form or email us at info@maywellhealthcare.com. We will endeavour to respond at our earliest convenience within 5 business days.

All requests for access and/or correction of personal information are subject to verification of the identity of the person making the request.

If you wish to have your profile deleted from the Website or the Practice Management Software System please contact us either via our [Contact Us](#) form or email us at info@maywellhealthcare.com. Please be aware there may be residual information left on our servers from your profile or personal information which is beyond our control. If applicable, any legal requirement on us to maintain certain records of your personal information shall prevail over any of your requests.

Applicable Law

The Website is managed by our offices in Victoria, Australia. This Privacy Policy will be governed and construed in accordance with the laws of Victoria. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Victoria. If any provision of this Privacy Policy is found to be invalid or unenforceable by a court of law, such invalidity or unenforceability will not affect the remainder of this Privacy Policy which will continue in full force and effect.

Changes to the Privacy Policy

We reserve the right to change this Privacy Policy from time to time without further notice to you. Any variations made will be updated on the Website. Your use of the Website and Practice Management Software System following any such change to the Privacy Policy will confirm your acceptance of the changes.

By using this resource and services through Maywell Healthcare, you are agreeing to the provisions of this Privacy Policy which should be read in conjunction with our [Disclaimer](#) and [Terms of Service](#).

Contact Us

For any further information about our Privacy Policy, any issues, concerns, complaints or further clarity on the manner in which we maintain the privacy of your personal information please [Contact Us](#). We will endeavour to respond at our earliest convenience within 5 business days.