



## Privacy Policy

This privacy policy sets out how Medsurge Healthcare Pty Ltd (ACN 124 728 892) and its related entities, including Medicanz Healthcare Pty Ltd (ACN ("we") treat the privacy of customers and others with whom we interact.

In this privacy policy, the term "personal information" has the meaning in the *Privacy Act* 1988 (Cth) and under that legislation includes information about an identifiable individual, including names, addresses, telephone numbers, email addresses, dates of birth, credit and banking details, details of professional memberships and if and where applicable, includes information that constitutes "sensitive information" such as health information.

### 1. Collection and Storage of Personal Information and Data

We may collect personal information about individuals. Our usual approach is to collect personal information directly from the individual concerned.

For example, we collect personal information in circumstances including:

- (i) when goods are ordered;
- (ii) when paying for goods with credit cards and when processing returns or exchanges where permitted;
- (iii) when you telephone us, visit our website or meet with us and make an enquiry to which a later response is requested and to do so requires your contact details;
- (iii) when recording medical queries, complaints and adverse events or adverse reaction reports for the purpose of reporting to regulatory bodies such as the Therapeutic Goods Administration;
- (iv) when you ask to be included on marketing distribution lists or interact with us through social media platforms;
- (v) for the purposes of participation in sponsored program such as clinical trials;
- (vi) for other regulatory purposes; and
- (vii) when evaluating job applicants and personnel, including their contact details, employment history and educational qualifications. This may include "sensitive information" as defined in the Privacy Act. Further details about our privacy policy and practices for job applicants will be available at the time of application.

We may use 'cookies' to collect data (typically not personal information) relating to your general internet usage. This data may include IP-addresses, browser versions, number of visits and similar such data relating to your navigation of the internet and our site. A cookie is a small text file that is placed on your computer's hard drive. Cookies help us to improve our site and to deliver a better and more tailored service, for instance by storing information about your preferences and allowing us to recognise you when you return to our site.

You may refuse to accept cookies by activating settings on your internet browser. However, please note that if you select such settings you may be unable to access certain parts of our site.

We hold personal information in our own secure databases.

### 2. Use of Personal Information

We may use personal information for the purpose of marketing but only where such use complies with the Privacy Law and the Australian Privacy Principles in particular.

We use the personal information collected from you for the purpose it was provided or collected (as indicated above), including in the following ways:

- (a) To respond to enquiries received from you;
- (b) To process, confirm, fulfil and update you about your orders and to carry out our obligations arising from any contracts entered into between you and us;



- (c) To perform authorised financial transactions with you;
- (d) To verify your identity and to assist you if you have forgotten any user name or password;
- (e) To communicate with you and provide you with information (whether by email, post or other means) about our products or services, where you have requested or consented to receiving this from us or where this provision is otherwise permitted under the Australian Privacy Principles;
- (f) To notify you about changes to our goods and services;
- (g) To address medical queries, complaints and adverse events and provide adverse reaction reports for the purpose of reporting to regulatory bodies such as the Therapeutic Goods Administration;
- (h) To receive and address feedback or complaints from you; and
- (i) To protect our legal interests and fulfil our regulatory obligations (if and to the extent necessary).

All customers and others with whom we interact have the option to opt-out of receiving marketing communications from us. If you do not wish to continue to receive electronic marketing communications from us and/or selected third parties you should opt-out by clicking on the "unsubscribe" link in any email communications that we might send you. If you request us not to send other electronic communications, (e.g. by sending an email to [info@medsurge.com.au](mailto:info@medsurge.com.au).) we will also comply with that request to the extent reasonably practical.

### **3. Disclosure of Personal Information**

We may disclose your personal information to any of our related group companies. They will only use it for the same purposes that we may under this policy. We may provide personal information to third parties outside our group companies for limited purposes, such as to help us in providing goods and services to customers.

Those persons and businesses may include:

- (a) Organisations who carry out credit, fraud and other security checks;
- (b) Couriers and delivery businesses (where we arrange to deliver goods to you or persons you have requested us to send deliveries to);
- (c) Contracted pharmacovigilance service providers in accordance with Therapeutic Goods Administration requirements (who have entered into confidentiality/ non-disclosure agreements with us);
- (d) Third party software providers who store details of customer account for us or who provide other IT services; and
- (e) Marketing businesses engaged by us to disseminate materials to which recipients have consented (if applicable).

We may also disclose your personal information to third parties outside our group of companies:

- (a) Where we have your express permission to do so;
- (b) Where it can reasonably be inferred from the circumstances that you consent to the disclosure to the third parties;
- (c) If we or substantially all of our assets are acquired by a third party, in which case personal information which we hold about our customers may be one of the transferred assets (subject to the same constraints on use and disclosure as under this policy); and



- (d) If we are under a duty to disclose or share your personal information in order to comply with any legal or regulatory obligation, or in order to enforce or apply our terms and conditions; or to protect our rights, property, or safety of that of our personnel or customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We limit the information we provide to third parties to the information they need to help us provide or facilitate the provision of goods and services to you. We deal with third parties that are required to meet the privacy standards required by law in handling your personal information and use your personal information only for the purposes that we gave it to them.

We do not disclose personal information to business located outside Australia.

#### **4. Security of personal information**

We take all reasonable steps to protect your personal information, including internal and external security, restricting access to personal information to those who have a need to know, maintain technological products to prevent unauthorised computer access and regularly reviewing our technology to maintain security. We use secured IT systems.

We treat website and credit card security seriously and endeavour to provide a secure, safe platform through which to conduct transactions.

#### **5. Questions and concerns and access to/ correction or updating of your personal information**

You have a right to access the personal information we hold about you and to raise concerns or complaints or ask for corrections. To raise privacy concerns, including to obtain a copy of the personal information we hold about you, please write to us at:

Medsurge Operations Manager  
Medsurge Healthcare Pty Ltd  
Unit 2/ 6 Gilda Ct, Mulgrave VIC 3170  
info@medsurge.com.au

Please provide sufficient detail about the personal information in question to help us locate it. We will then use commercially reasonable efforts to promptly determine if there is a problem and take the necessary corrective action within a reasonable time.

#### **6. Changes to our privacy policy**

We may modify, alter or otherwise update this privacy policy at any time. We will post revisions on our website. We encourage you to review this policy from time to time.

**Last update: February 2018**