

Privacy Policy

In this Privacy Policy, 'us' 'we' or 'our' means Planrx Pty Ltd ACN 661 588 405. Our Privacy Policy sets out how we collect, use, store and disclose your personal information.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us or your referring clinician or healthcare provider (**Provider**). We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

Personal information includes information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender and contact details.

What personal information do we access or collect and why?

The types of personal information depends on the nature of your dealings with us, and will be limited to only that information that is reasonably necessary for those dealings.

Patients

In most cases, the information we collect is limited to the medical record numbers and prescription details of patients referred to us by Providers. We are typically provided access to the following types of personal information in order to provide radiotherapy planning services (our **Services**) to those patients:

- name;
- email address, telephone number and other contact details;
- details of the products or services we or your Provider have provided to you;
- any additional information relating to you that you provide to us or that is relevant to provide our Services or to your treatment or healthcare.

Providers

If you are a Provider who we contract with to provide our Services, we will typically hold the names and contact details of the Provider's employees that we deal with in order to provide those Services.

Personnel

When you apply for a job or position with us we may collect certain information from you (including your name, contact details, working or business history and relevant records checks, including AHPRA registration and other licences or registrations relevant for your profession) from any recruitment consultant, your previous employers and others who may be able to provide information to us to assist in our decision on whether or not to make you an offer of employment or engage you under a contract.

Sensitive information we may collect

We only collect sensitive information where it is reasonably necessary for our functions and either you have consented, or we are required or authorised by law to do so. This may include health information, medical history, imaging and results, or information for the purposes of a job application such as information about national origin or immigration status, or optional demographic information such as race.

How do we collect personal information?

We may collect these types of personal information either directly from you, or where necessary or we are authorised by law, from appropriate third parties including family members, referring clinicians and other healthcare professionals and service provider organisations. For patients, we may collect this information when:

- you or your Provider make an enquiry or book Services; or

- you complete any applicable questionnaires.

Why do we collect, use and disclose personal information?

We may collect, hold and use personal information for the following purposes:

- providing our Services;
- performing activities that are reasonably incidental to our Services and other operations, such as administration functions, including scheduling appointments and billing; and
- complying with our legal obligations, including in relation to statutory and public health reporting requirements.

To whom do we disclose your personal information?

We may disclose or share personal information for the purposes described in this Privacy Policy to:

- our employees and related bodies corporate;
- Providers, in relation to the provision of healthcare services to you;
- other persons, including government agencies, regulatory bodies and law enforcement agencies, where we are required, authorised or permitted by law.

Using our website and cookies

We may collect personal information about you when you use and access our website. While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the details below. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you wish to make a complaint about the way we have handled your personal information, you can contact us using the details below. Please include your name, email address and/or phone number and clearly describe your complaint. We will acknowledge your complaint and respond to you within a reasonable period of time.

If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

info@planrx.com.au

Effective: 29 September 2022