

LifescreeN and Nurse Connect recognise the importance of protecting the privacy and confidentiality of individual's personal information. We respect individual's rights to privacy, in accordance with the Australian Privacy Principles (APPs), which are contained in Schedule 1 of the Privacy Act of 1988 (Privacy Act).

LifescreeN and Nurse Connect are committed to abide by the Privacy Act, in relation to the collection, use, disclosure, quality and security of personal information. This Privacy Policy covers all people who use our services, or otherwise provide their personal information to us.

What is personal information?

When used in this Privacy Policy, the term "personal information" has the meaning given to it in the Privacy Act. In general terms, it is any information about an individual, or an opinion, that can be used to identify an individual. This may include a name, address, telephone number, email address, profession or occupation. If the information collected by LifescreeN and Nurse Connect, personally identifies an individual, or reasonably identifies an individual, that information will be considered personal information.

For the purposes of this policy, no distinction has been made between the handling of personal information and sensitive information (as that term is defined in the Act); therefore all information will be referred to as "personal information" throughout this document.

What personal information do we collect and hold?

LifescreeN and Nurse Connect may collect the following types of personal information:

- Name, address or telephone number;
- Age or date of birth;
- Current medications or treatments;
- Information relevant to medical care, including but not limited to personal medical history, and family medical history (*where clinically relevant*);
- Ethnicity;
- Profession, occupation or job title;
- The names of health service providers or specialists to whom you are referred,
- Copies of medical referral letters, or copies of medical reports; and
- Any additional information provided by LifescreeN and Nurse Connect representatives, medical or allied health professionals, as they provide patient services, from medical centres, patient homes, or otherwise.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

If we need to collect sensitive information, (such as health information regarding your treatment, or your ethnic background), we will not collect that information unless we have first obtained your consent.

Approved	Jaime Simpson	27/02/2017	Owner	Julie Fraser	Effective	27/02/2017	LFS-NCT-PO-0002	P.1 of 5
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How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:

- by you or your referring healthcare professional completing one of our registration, referral or patient information forms, or as disclosed by you during the course of a consultation at our Centres, or in your home.

We may also collect personal information from third parties including:

- information provided on your behalf with your consent;
- from a health service provider who refers you to medical practitioners or allied health professionals providing services at our Centres, or in your home; or
- from health service providers to whom you are referred.

In addition, when you apply for a job or position with us we may collect certain information from you (including your name, contact details, working history and relevant records checks) from a 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. This Privacy Policy does not apply to acts and practices in relation to employee records of our current and former employees, which are exempt from the Privacy Act.

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information so that we can perform our business activities and functions, and provide the best possible quality of service.

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

- to provide medical services and treatment to you, and to enable you to be attended by medical practitioners or other allied health professionals at our Centres or your home;
- for administrative and billing purposes;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you;
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country, resolve any disputes that we may have and enforce our agreements with third parties;
- for inclusion in a recall register to be advised of follow up visits and medical updates;
- to answer enquiries and provide information or advice about existing and new products or services and all matters relevant to the services we provide to you;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, and quality control of Lifescreen, its contractors or service providers;
- to consider your employment application;

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- to meet obligations of notification to our medical defence organisations, sponsoring pharmaceutical companies, health regulatory authorities or insurers.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested services to you, either to the same standard or at all; or
- your diagnosis and treatment may be inaccurate or incomplete.

To whom may we disclose your information?

We may disclose your personal information to:

- our employees, our medical professionals and allied health practitioners who provide medical services to you at our Centres, or in your home, related bodies corporate, contractors or service providers, for the purposes of operation of our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- any organisation or person for any authorised purpose with your express consent; and
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

We may combine or share any information that we collect from you with information collected by any of our related bodies corporate (within Australia).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy, a relevant collection notice, or as permitted under the Act.

Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with all applicable marketing laws, such as the Privacy Act and the Spam Act of 2003.

If, in your dealings with us, you indicate a preference for a method of communication, we will endeavour to use that method whenever practicable. In addition, at any time you may opt-out of receiving marketing communications from us, by contacting us, or by using opt-out facilities provided in the marketing communications, and we will ensure that your name is removed from our mailing list.

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How can you access and correct your personal information?

You may request access to any personal information we hold about you, at any time, by contacting us. Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you and, if so, the fees will be as advised from time to time. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold; however, we will only do so in accordance with our rights and obligations under the Act. For example, we may need to refuse access if granting access would interfere with the privacy of others, or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may send us a written request to amend it, including the basis on which you are requesting the amendment. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information, stating that you disagree with it.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us in accordance with the arrangements set out below, and provide details of the incident so that we can perform an investigation.

Our procedure for investigating and dealing with privacy breaches is for the incident or complaint to be dealt with, in the first instance, by the particular Centre or location at which you received our services. If the issue cannot be resolved at this level, it will be escalated to the relevant State Manager for review and resolution.

Do we disclose your personal information to anyone outside Australia?

In relation to medicals and consultations procured or requested by our overseas clients, we may disclose your personal information to these clients in their countries of operation, which may include the Philippines. We do not otherwise disclose your personal information to overseas recipients. In the event that we would like to, or are required to do so, we will obtain your consent.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

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As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online, is transmitted at your own risk.

Links

Our websites may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Contacting us

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy, or a possible breach of your privacy, please contact us at privacy@nurseconnect.net.au or at the address below:

LifescreeN / Nurse Connect
14 Giffnock Avenue
Macquarie Park NSW 2113
Australia

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint, to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.

This privacy policy was last updated on the 27th February 2017.

Definitions

In this document, the terms “we”, “our”, “us” mean LifescreeN Australia and/or Nurse Connect.

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