

## Privacy Policy for Australia

AIQ Australia Pty Ltd (ABN 72 651 219 402) (**we, us** and **our**) is committed to protecting the privacy of your personal information. This privacy policy explains how we collect, use, disclose and hold personal information and how to contact us if you have any queries about our management of your personal information.

### What is personal information?

"Personal information" is information or an opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name and contact details.

"Sensitive information" is a special category of personal information. Sensitive information includes health and genetic information, information about an individual's race or ethnic origin, religious or philosophical beliefs, trade union membership or associations or criminal record, and biometric information used for biometric identification.

### The kinds of personal information we collect and hold

The kinds of personal information we collect and hold about you depends on the nature of your dealings with us and the circumstances of collection, including whether we collect the information from or about you as a patient of one of our customers, a representative of one of our customers or suppliers, a contractor, a job applicant or in some other capacity.

For example:

- if you are a patient for whom we analyse data, we collect your treatment examination results from the referring clinician or imaging consultant treating you. This information includes image scans and may include other information about you such as your name and date of birth;
- if you represent one of our customers, we may collect your name and contact details and any other information you provide to us when you make an enquiry, request information, order our services, provide feedback or correspond with us; and
- if you deal with us in some other capacity, we may collect your name and contact details and any other information you choose to provide to us.

We may also collect details of the interactions you have with us.

We do not generally collect sensitive information other than any health information supplied by a clinician or imaging consultant for us to analyse. We only collect sensitive information with express or implied consent (unless we are otherwise required or authorised by or under law to do so).

If you provide us with personal information about another person, please make sure that you tell them about this privacy policy.

If you are or become an employee, the handling of your personal information may be exempt from the Australian Privacy Principles if it is directly related to your current or former employment relationship with us.

### How we collect personal information

We collect personal information in a variety of ways, including:

- from you directly (such as when you interact with us in writing, electronically or by telephone);
- when you communicate with us through our website; and
- from third parties such as a clinician or imaging consultant treating you.

## **The purposes for which we collect, hold, use and disclose personal information**

We collect, hold, use and disclose personal information for a range of purposes, including:

- to supply our services, including the analysis of your data for your clinician;
- to respond to enquiries about our technology and services;
- to process payments made to us;
- for our administrative purposes and internal record keeping;
- to provide customer service or technical support, and deal with any complaints or feedback;
- to perform research and analysis, and improve or develop our technology and services;
- to manage our relationships with our customers, suppliers and contractors; and
- to consider job applicants for current and future employment.

We may use and disclose your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

If we are unable to collect personal information from or about you, we may not be able to analyse your data for your clinician, respond to your requests or enquiries or engage in certain other dealings with you.

### **Direct marketing**

We may use your personal information so we can contact you with information about our technology and services, news and events that may be of interest to you. We do not send this information directly to patients.

We may contact you by email, mail or telephone. You can let us know at any time if you no longer wish to receive these communications, by contacting us (using the contact details at the end of this policy) or using the opt-out/unsubscribe facility in our communications.

### **Disclosure of personal information to third parties**

In conducting our business, we may disclose your personal information to third parties for the purposes outlined above. These third parties may include, where appropriate:

- our related companies (including AIQ Global Inc in the USA);
- your treating clinician or imaging consultant;
- financial institutions for payment processing;
- our contracted service providers, including:
  - information technology service providers; and
  - external business advisors (such as auditors and lawyers);
- in the case of a sale of our business (in whole or part), to the purchaser (as an asset of the business); and
- if you are a job applicant, referees whose details you have provided to us.

We may also disclose your personal information to other third parties and for other purposes where we are required or authorised by or under law to do so (including where you have provided your consent).

### **Disclosure of personal information to overseas recipients**

Some of our service providers and related companies are located outside Australia. As a result, personal information collected and held by us may be transferred to recipients in other countries. In particular, we may disclose personal information to our related companies located in the USA.

### **How we hold personal information, and quality and security of personal information**

We generally hold personal information in computer systems, including computer systems operated for us by our service providers. We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. This includes taking appropriate security measures to protect electronic materials, and requiring our service providers to do so.

We take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete, up to date and relevant. You can help us by letting us know (using the contact details at the end of this policy) about any changes to your personal information, such as your address and phone number.

### **Access to and correction of your personal information**

Please contact us (using the contact details at the end of this policy) if you would like to access or correct the personal information we hold about you. We will generally provide you with access to your personal information (subject to some exceptions permitted by law), but may charge an access fee to cover the cost of retrieving the information and supplying it to you.

### **Our website ([www.aiq-solutions.com](http://www.aiq-solutions.com))**

#### ***Collection of information other than personal information***

Some of the information collected about your visit to our website is not personal information, because it does not reveal your identity. For example, we may record your IP address, the date and time of your visit, the pages you viewed, the page you came from to get to our site, any documents you downloaded and the type of browser and operating system you used.

If collected, this information will be used and disclosed by us in anonymous, aggregated form only, for purposes including statistical analysis and web site development. You are not individually identified, however we reserve the right to use or disclose this information to try to locate an individual where we reasonably believe the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

#### ***Cookies***

We use data collection devices such as "cookies" on certain web pages to help analyse our web page flow and measure promotional effectiveness. Cookies are pieces of information a website sends to an individual's device while they are viewing the website. Cookies allow the website to remember important information that will make your visit to the site more useful. We use cookies to help improve your future visits. If you do not wish to receive a cookie or if you wish to set your browser to warn you each time a cookie is being sent, or if you wish to turn off all cookies, use the options on your browser to assist you. The Help documentation on your browser may assist you in changing your cookie preferences. Please note that by turning cookies off, you will not have access to many features available on our website.

#### **Complaints**

Please contact us (using the contact details at the end of this policy) if you have any concerns or complaints about the manner in which we have collected or handled your personal information. We will inquire into your complaint and respond to you in writing within 30 days. If you are not satisfied with our

response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).

### **Changes to this privacy policy**

We may amend this privacy policy from time to time at our discretion. Amended versions will be posted at [www.aiq-solutions.com](http://www.aiq-solutions.com).

### **Contact details and additional information**

If you would like more information about our approach to privacy, or if you wish to contact us regarding the information set out in this privacy policy, please contact us:

- by phone: [insert]
- by email: [insert]
- by post: [insert]