

Privacy Policy

Introduction

HealthBase respects your privacy. The Privacy Act 1988 regulates the way personal information can be collected, stored, accessed and used. We comply with the 13 Australian Privacy Principles (APP) of the act.

The Information we collect

We collect personal information about our clients for the primary purpose of supplying support for our software products. We may also use this information to promote our products to you, but we do not promote products of other suppliers or provide your information to other suppliers.

Personal account information

We record your name, mailing address, telephone number(s) and email address. We may record limited computer hardware and software configurations if explicitly provided (we do not collect this via our website). This may include your Computer ID number for the purpose of providing a registration number for use with our software. We make notes on our dealings and correspondence with you. We record details of payments made to us and of correspondence to or from you. We do not record credit card numbers. We record all email correspondence.

Recording website activity

We record limited information on all visits to our website for statistical purposes. This cannot identify individual visitors. Information recorded may include computer operating system, browser version, domain name, referring address, IP address.

Cookies

A cookie is a small file created by your web browser to assign a unique identification to your computer. Cookies are used to allow us to identify visitors so that we can personalise your experience in visiting our site. We do not currently use cookies, but may do so in the future.

Website payments

Our website uses the secure EWay payment gateway to process online transactions. All credit card details are processed securely by Eway and not via our website.

Access to information

You may request to know what information we hold on your behalf at any time.

Changing your information

You can make changes to your personal information by notifying us by mail, fax, telephone or email. We shall acknowledge the changes have been made to our records.

Disclosure of information

We will not disclose your personal information to any third party except where you have provided express permission, or where required to do so by law. We may contact you on behalf of external business partners about a particular offering that may be of interest to you, but we will not provide personal information to any external party without express permission, except as described below. Where our business or assets (or any part of them) are, or may (in good faith) be, transferred we may disclose your personal information to that third party.

The third party to whom your information is transferred will assume responsibility for handling your personal information following the transfer.

Security of information

We maintain your records on secure standalone computers or internet-connected computers operating behind a secure firewall. No personal information currently exists on our website. However, in the future, we may keep a limited database of usernames and passwords to allow secure access to our website by registered clients. Paper based records are maintained in an office used by authorised HealthBase staff only, with no access to the general public or other clients. Electronic backups may be held at locations outside the HealthBase office. We take all precautions to ensure that your personal information remains private and secure.

Software data

Occasionally, data from a clients' practice management software is provided to us for software maintenance purposes. This is held in a secure location and is deleted securely once the issues examined are completed. We do not otherwise retain any client practice data. We do not retain backups of any client practice data. (See our separate policy on virtual server conditions.)

Complaints

If you wish to discuss any issues related to our privacy policy please contact us using the avenues listed below.

Changes

We occasionally update this statement to reflect changes in legislation, company policy or customer feedback. We encourage you to periodically review the statement to be informed of how we protect your information.

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