



## Privacy Policy

We respect your privacy and are committed to protecting your personal information. We are bound by the Privacy Act 1988 (Cth) and the Health Records Act 2001 (Vic). This document explains how HealthChase Pty Ltd (ACN 603 184 532) ("HealthChase", "we", "us", "our") manages the personal information we collect about you including the information you provide through our website/app healthchase.com.

### What personal information do we collect about you?

Personal information is any information or an opinion about an identified person or from which they are reasonably identifiable. The types of personal information we usually collect about you include your name, location, mobile and telephone number, email address, and photographs. We also may collect your 'sensitive information' which includes personal information about your health and your ethnic origin.

In most cases, if the personal information we request is not provided, we may not be able to supply the relevant product or service to you.

### How do we collect your personal information?

We collect your personal information in a number of ways, including directly from you, for example, when you provide information to us by email or register for the HealthChase Program through our website healthchase.com, from information, data and images you enter about your lifestyle and HealthChase Game activities during a HealthChase Program and from feedback surveys you complete up to 12 months post a HealthChase Program or from your employer or organisation.

We also collect personal information from contacts we deal with at client or potential client organisations and for prospective employees we may require personal information such as your resume and work history.

### Website collection

HealthChase collects personal information from our website when you send us emails. Our systems also record certain information about your use of our website, for example the web pages you access and the date and time of your access. We use this information to assist in the performance of our website and to support log in processes. This may involve the use of 'cookies' on our website. Cookies are small text files that help a website to remember your preferences and improve your experience. Many websites use cookies as a matter of course.



If our cookies collect any of your personal information we will treat this information in the same way as other personal information we collect about you. We may also collect your Internet Protocol (IP) address when you visit our website for internet session management and security purposes.

## **How do we use and disclose your personal information?**

HealthChase uses and discloses your personal information to verify your identity; conduct our business, run the HealthChase Program (all programs and games presented under the HealthChase name including the workshops and information provided throughout the program and on the HealthChase website), manage our website, communicate with you as part of the HealthChase Program, respond to your enquiries and concerns, conduct research, include in HealthChase Program reports, develop new products and services and to comply with our legal obligations.

## **Disclosure of your information to third Parties (including overseas)**

We prepare HealthChase Program Reports and HealthChase Program results presentation slides for each business or organisation that runs a HealthChase Program. These include aggregated and de-identified data and information from the HealthChase Program and survey feedback, the name of the highest point scorer in each category, winners and may also include images and comments that have been made throughout the Game.

We may also disclose your personal information to companies that we have engaged to provide us with services and carry out functions and activities on our behalf (as explained below), to our professional advisers and insurers or to anyone else to whom you authorise us to disclose it. We may also disclose your personal information to law enforcement and national security agencies, and other government and regulatory authorities as required or authorised by law.

The services performed by third parties on our behalf are located in Australia and overseas and/ or the servers they may use are located in various countries, and they include:

- email service providers who send you our emails during a HealthChase Program
- SMS messaging service provider who send you our SMSs during a HealthChase Program (unless you have opted out);
- cache storage service provider who store cached versions of images uploaded and downloaded onto the Game website. If you are a player in Australia cached versions of your images will be stored in Australia. If you are a Player in another country cached versions of images uploaded or accessed will be stored at the nearest location of the provider;



- suppliers of webhosting, website design, SEO and other online services;
- analytics service providers who analyse traffic at our website (information collected through such analysis is anonymous);
- suppliers of infrastructure services. For Games in Australia, servers will be located in Australia. For international Games, AWS servers nearer the players' location may be used for the best service.

Amazon Web Services (AWS) supports a number of these services and further details of their privacy policy can be found [here](#). Our relationships with these third party service providers are governed by our contracts with them and they are required to hold your personal information strictly confidentially and use it only for providing us with their services.

## Management of personal information

Our staff are required to respect the confidentiality of personal information and the privacy of individuals. HealthChase protects personal information held from misuse and loss and from unauthorised access, use, modification or disclosure for example by physical security of our servers, firewalls and restricted access to electronic records. We take reasonable steps to destroy personal information no longer required by us for a permitted purpose.

## Accuracy of your personal information

We take all reasonable steps to ensure that the personal information we collect and hold is accurate, complete and up-to-date. You can ask us to correct or update any of the personal information we hold about you by contacting us on the details below. Our contact details are set out below.

You can also update your name, email address and mobile number by accessing your settings in a HealthChase Game located under your avatar on your dashboard.

You may, subject to certain exceptions in the Privacy Act and Health Records Act, access the personal information we hold about you on request by contacting on the details below. We may charge you for our reasonable costs in supplying you with access to this information.

## Complaints and concerns

If you have any concerns or questions or you believe we have not handled your personal information in accordance with this Policy or our privacy obligations, you can contact us on the details below and we will investigate your complaint within a reasonable time and provide you with our proposal for resolving your complaint. If you are not satisfied with the outcome,



you may complain to the Privacy Commissioner at the Office of the Australian Information Commissioner (OAIC) whose details are:

Phone: 1300 363 992

Post: GPO Box 5218, Sydney NSW 2001

Online form: [www.oaic.gov.au](http://www.oaic.gov.au) (Privacy Complaint Form)

## Updates to this Policy

This Policy may be updated from time to time to take account of new laws and technology and any changes to our business and information handling practices. The most current version can be found on our website [www.healthchase.com](http://www.healthchase.com) or can be obtained by contacting our Privacy Officer.

## How to contact us

If you have any queries in relation to this Privacy Policy, or wish to request access or updates to your personal information or you wish to make a complaint, please contact our Privacy Officer by email at [admin@healthchase.com](mailto:admin@healthchase.com) or by calling us on 03 9502 0751.

**This Policy was last updated: May 2023**