



Cardiac Rhythm Connect

Privacy Policy

This document sets out the privacy policy of Cardiac Rhythm Connect (referred to in these terms and conditions as 'CRC', 'we', 'us', or 'our').

We take our privacy obligations seriously and we've created this privacy policy to explain how we store, maintain, use and disclose personal information.

By providing personal information to your cardiology clinic and us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

TYPES OF PERSONAL INFORMATION WE COLLECT

The personal information we collect (when our services are engaged and agreed upon) may include the following:

- Name, mailing or street address; email address; telephone number and other contact details, age, date of birth, payment information, emergency contact information, information about your business or personal circumstances, any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you or your cardiology practice.

HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information either directly from you, or from third parties (your cardiology clinic, cardiac device manufacturers, including where you: contact us through our website, submit any of our online forms, communicate with us via email, telephone, SMS).

USE OF YOUR PERSONAL INFORMATION

We collect and use personal information to provide services or information to you, for record keeping and administrative purposes, to send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you.



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We may collect sensitive information about you. The type of sensitive information we may collect includes your health information in relation to your implanted cardiac device in order to provide you with an optimal service. The health information we collect from you is limited only to information relating to your cardiac device and information stored on the device which may include health information relating to your underlying cardiac condition and reason for device implantation/use and relevant medications.

Your sensitive information may only be used and disclosed for purposes relating to providing you with our services, liaising with your medical providers and practitioners, data analytics relating to health information saved from your device and/or referring you to medical or health service providers in circumstances where we cannot obtain your consent. This includes in emergency situations where we may need to share your sensitive information with the emergency department at a hospital.

CRC takes the privacy of your personal information (including clinical data) seriously. As such, information deemed as confidential by you or us shall not be disclosed without prior consent to any third parties and shall be protected, subject to the Privacy Act 1988 (Cth).

Your sensitive information may also be used or disclosed to comply with our legal obligations.

SECURITY

We take reasonable steps to ensure your personal information is secure and protected from misuse or unauthorised access. Our information technology systems are password protected and encrypted and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

Cardiac Rhythm Connect (CRC), your Cardiologist and their authorised clinic personnel, and authorised device manufacturer representatives, have password protected access to your data held on the remote monitoring secure website.

Your personal data related to you and your device may be kept on a secure database and will only be used for our remote monitoring service purposes in accordance with the Privacy Act 1988 (Cth).

LINKS

Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites, and we suggest you review the privacy policies of those websites before using them.



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