

# Privacy Policy - MC PATIENTS FIRST PTY LTD (Sirius Green)

## 1. Introduction

MC Patients First Pty Ltd (ABN 52 672 817 686), trading as Sirius Green, is a telehealth consultation service which uses third party platforms to deliver the consultation service to you and to allow patients to obtain consultations from a general practitioner.

References to “MC Patients First”, “we”, “us”, and “our” in this Privacy Policy refer to MC Patients First Pty Ltd.

In this Privacy Policy:

**“Personal Information”** means any information that may identify you, or by which your identity might be reasonably determined. The information you provide us may include, amongst other things, your name, address, email address, and phone number.

**“Sensitive Information”** means any Personal Information about your racial or ethnic origin, political opinions, memberships of a political organisation, religious belief or affiliation, philosophical belief, membership of a professional or trade association, membership of a trade union, sexual preference or practices, criminal record or health information.

**“Health Information”** means any Personal Information concerning your health, illness, disability or injury. It also includes your expressed wishes about the future provision of health services, or a health service provided or to be provided to you.

**“Health Records”** includes your medical records, clinical history, medications, diagnoses, treatment, tests and results, medical procedures, your genetic information, file notes, consents, referrals and clinical correspondence, medical imaging, immunisation records and any other information provided or collected by us relating to your health.

## **2. General**

MC Patients First is bound by the Privacy Act 1988 (Cth) (Privacy Act) as amended, including the Australian Privacy Principles (APPs). The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal and sensitive information is collected, used, disclosed and managed. Personal and sensitive information is, generally speaking, information or an opinion relating to an identified, or reasonably identifiable, individual, whether the information is true or not and whether the information is recorded in a material form or not.

This policy explains the types of personal and sensitive information that we may collect and hold, how that information is used and with whom the information is shared. It also sets out how you can contact us if you have any queries or concerns about our collection, use or disclosure of personal and sensitive information, or if you believe we have not complied with this Privacy Policy or the Privacy Act.

## **3. Your Consent**

By using our service, or otherwise providing us directly, or through others, with your personal and sensitive information, you agree with the terms of this Privacy Policy and consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy, the Privacy Act and other applicable privacy laws.

## **4. The information we collect**

To provide our services to you, we may collect Personal Information such as your contact details, including your name, email address, telephone number, your business or company name and your payment and billing information, which we use to bill you for the services and to process your payments. We may also collect details of conversations we have had with you or any other information relevant to us.

We may collect your Sensitive Information, your Health Records and other important health information where you consent, and such information is reasonably necessary to provide our services to you, or where it is required or authorised by or under an Australian law or a court/tribunal order.

Through our website and services, we automatically collect information that is often not personally identifiable, such as the website from which you came to our Site, IP address, browser type and other information relating to the device through which you accessed the Site. We may combine this information with the Personal Information we have collected about you.

## **5. Why we collect Personal Information**

The purpose for which we collect Personal Information is to provide you with the best consultation service experience possible and for our internal business purposes that form part of normal business practices. Some provision of Personal Information is optional. However, if you do not provide us with certain types of Personal Information, you may be unable to enjoy the full functionality of our service.

## **6. How we collect information**

Personal and sensitive information may be collected by way of emails, phone conversations (which may be recorded for quality control purposes in accordance with applicable laws), forms filled out by individuals (including via online forms), feedback, enquires, support requests, surveys, competitions, online user-generated content, market research, video conferencing, face-to-face meetings, social media posts and comments and interviews.

We may supplement the information we receive from you with information from third party sources such as our partners, social media channels and other websites. You may in some circumstances have the option of not identifying yourself or using a pseudonym when you deal with us. However, if you choose not to provide the information, we need to fulfill your request for a specific service we may not be able to provide you with the requested service or we may not be able to allow you to participate in activities or to purchase our services.

## **7. Billing information**

We do not collect billing information such as payment card details. Third-party Payment Gateway providers are used for online payment card or banking transactions made via our website and for payment of invoices online or by phone.

When purchasing a service or when paying an invoice online or by phone:

- Customers will be directed to a suitable payment gateway provider
- Payment card details are submitted to the payment gateway provider and cannot be viewed by us.

We will receive certain information about Customers from the payment gateway provider (including payment card details in a hashed format and the Customer's name and IP address) to enable us to provide services ordered by Customers.

## **8. Analytics and cookies**

We also collect data and statistical information about visitors to our website using web analytics and session recording technology provided by third party service providers such as but not limited to Google Analytics and Google Search Console.

These services use Cookies to assist us in understanding how visitors access and utilise our website. Occasionally, we use this information to identify particular individuals. In some circumstances the statistical information may include a visitor's internet protocol (IP) address, which could be linked to an individual. In some cases your internet protocol (IP) addresses may be collected directly by a third party service provider.

To improve your experience on our site, we use 'cookies'. Cookies are an industry standard and most major websites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser. Cookies do not store any sensitive or Personal Information. We may share the information captured from Cookies with others.

## **9. How we might use and disclose your Personal Information**

Personal Information collected by us will generally only be used and disclosed for the purpose it was collected. This includes maintaining your contact details, providing you with our services and processing payments. We may disclose your Personal Information to third parties or contractors who are integral to the provision of our services and the maximising of your care. These providers, such as Honahlee Pty Ltd, will facilitate the ordering and delivery of your prescription medication and will provide you with detailed technical information about the medication prescribed by your practitioner and other similar medications. The third-party providers are subject to the terms of our privacy policy.

We may, from time to time, use Personal Information for another purpose where it would be reasonably expected by you or if permitted by the Privacy Act, including to effectuate or enforce a transaction, procuring advice from legal and accounting firms, auditors and other consultants. We may also disclose your Personal Information in circumstances where we are compelled by Australian legislation or a court of law to do so.

We do not and we would not sell your Personal Information. We may aggregate the information you and others make available to us (such as aggregated data) and share it with third parties.

We may use, sell, license, and share this aggregated information with third parties for market analysis, research, marketing or other purposes such as to improve our services or to help our partners understand more about the users of our service and health issues. You can object to us using your information for these purposes.

We will not disclose, sell, share or trade your Personal Information to any third parties unless we first receive your consent.

In the event that we sell our business, or engage in a transfer, merger, restructure or change of control or other similar transactions, customer information (containing Personal Information) is generally one of the business assets that forms part of the transaction. Your Personal Information may be subject to such a transfer. In the unlikely event of insolvency, Personal Information may be transferred to a trustee or debtor in possession and then to a subsequent purchaser.

We may provide Health Information to other medical service providers, such as your allied health professionals, general practitioner and specialist medical practitioners. We will only supply this information with your consent, or in circumstances where it is required for the delivery of health services, such as referral to another health service provider, billing and liaising with government offices regarding Medicare entitlements and payments, where it is necessary to prevent or lessen a serious threat to a patient's life, health or safety, or other reason as permitted by law.

## **10. Consent to international transfer**

We may transfer your Personal Information to organisations in other countries. Recipients may include our related entities or employees, external service providers such as administration providers or information technology providers such as cloud storage and data processing. We only transfer information where we reasonably believe that the recipient is legally or contractually bound to principles that are substantially similar to the Australian Privacy Principles.

## **11. Security and management of Personal Information**

We will take reasonable steps to protect your Personal Information from misuse, loss, unauthorised access and modification or disclosure. We use commercially reasonable physical, technical, and administrative measures to protect Personal Information that we hold, including, where appropriate, password protection, encryption, and SSL to protect our Site.

Despite taking appropriate measures to protect your Personal Information used and collected by us, please be aware that no data security measures can guarantee 100% security all the time. We cannot guarantee the security of any information transmitted to us via the internet and such transmission is at your risk.

If we no longer require the use of your Personal Information, we will take reasonable steps to destroy or permanently de-identify it.

Personal Information may be stored electronically through third-party data centres, which may be located overseas, or in physical storage at our premises or third-party secure storage facilities.

## **12. Data breaches**

A data breach happens when Personal Information is accessed or disclosed without authorisation or is lost. If we have reason to suspect a data breach has occurred, we will undertake an assessment in accordance with the Notifiable Data Breach Scheme. If we determine there has been an eligible data breach, we will notify you and the Office of the Australian Information Commissioner as soon as reasonably practicable.

If the breach relates to the *My Health Records Act 2012* (Cth), your Personal Information may be disclosed to the My Health Records System Operator under s 73A of that Act.

## **13. Links from our website to other websites**

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of other such websites.

We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information.

## **14. Requests to stop facilitating direct marketing**

If you request that we stop facilitating direct marketing, we will comply with that request.

## **15. Accessing the information we hold about you**

You can access and/or correct information we hold about you at any time by contacting us at [hello@siriusgreen.com.au](mailto:hello@siriusgreen.com.au). We encourage you to contact us to keep your Personal Information accurate and up to date.

We will respond to your request for Personal Information within a reasonable time. We reserve the right to charge an administration fee to cover the costs of responding to your request, for example, where Personal Information is held in storage.

If required by law or where the information may relate to existing or anticipated legal proceedings, we may deny your request for access to your information. We will respond to your request, setting out the reasons for our refusal in writing.

## **16. Updating your Personal Information**

We endeavour to ensure that the personal and sensitive information we hold about you is accurate, complete and up-to-date.

If you need to correct or update your information, please contact us at [hello@siriusgreen.com.au](mailto:hello@siriusgreen.com.au).

## **17. Identifiers**

An identifier is a unique number assigned to an individual to identify them. Identifiers include Medicare Numbers and Tax File Numbers. We will not adopt, as our own, any of your identifiers or use or disclose an identifier which has been assigned to you by a government agency, unless permitted under the Act.

## **18. Anonymity**

You may request to remain anonymous when you seek services from us. While we endeavour to comply with any request to use our services anonymously or using an alias, there may be circumstances in which it is unlawful or impracticable to do so.

## **19. Updates to this Policy**

Our Privacy policy is available by email, online or by post on request for a fee of \$25.

We may change this Privacy Policy from time to time. Any updated versions of this Privacy Policy will be posted on our website. You should periodically check and review our current Privacy Policy, which is effective as of the effective date listed

below. Your continued use of any of our Site and services constitutes your acceptance and understanding of the Privacy Policy as in effect at the time of your use. If we make any changes to this Privacy Policy that materially affect our practices with regard to the Personal Information we have previously collected from you, we will endeavour to provide you with notice in advance of such change by highlighting the change on the Site, or where practical, by emailing our stakeholders.

This Policy is current as of 15 January 2024.

## 20. Complaints

If you are concerned that we have not complied with your legal rights or applicable privacy laws, you may bring a complaint internally through our complaints process or you may decide to make a formal complaint with the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) (which is the regulator responsible for privacy in Australia).

We will deal with complaints as follows:

### **Step 1: Let us know**

A complaint must be made in writing to us as required by s 40(1A) (to [hello@siriusgreen.com.au](mailto:hello@siriusgreen.com.au), Subject: Breach of Privacy Policy Initiation)

### **Step 2: Investigation of complaint**

Your complaint will be investigated by our Privacy Officer. A response to your complaint will be provided in writing within a reasonable period (30 days)

If the complainant and MC Patients First can find a resolution or are in the process of finding one the complaint should go no further.

If the complainant and MC Patients First agree there is no immediate resolution, the complaint may then be taken to the OAIC.

### **Step 3: Contact OAIC**

We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also contact the Office of the Australian Information Commissioner as follows:

Office of the Australian Information Commissioner (OAIC)

Complaints must be made in writing.  
Phone: 1300 363 992



Director of Compliance  
Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
[www.oaic.gov.au](http://www.oaic.gov.au)

## **21. Contact us**

Any complaints or correspondence in relation to this Privacy Policy should be sent to our Privacy Officer at:

MC Patients First Pty Ltd (Sirius Green)

Email: [hello@siriusgreen.com.au](mailto:hello@siriusgreen.com.au)

We will endeavour to respond to all complaints and correspondence promptly.