

PRIVACY POLICY

1. WE RESPECT YOUR PRIVACY

(a) Scott Street Pharmacy (ABN 45 817 271 770) (**we, us, our**) respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the *Australian Privacy Principles (APPs)* and the *Privacy Act 1988 (Cth)* (**Privacy Act**). This Privacy Policy sets out how we collect and treat your personal information.

(b) "Personal information" is information we hold which is identifiable as being about you and has the meaning given to it in section 6 of the Privacy Act.

2. COLLECTION OF PERSONAL INFORMATION

(a) We will, from time to time, collect and store personal information you enter onto our website, provide to us directly or give to us in other forms (including telephone calls). We collect personal information from you only to the extent permitted by law. By engaging with us and providing your personal information, you consent to us accessing and using your personal information in accordance with this Privacy Policy.

(b) You may provide personal information such as your name, phone number, address and email address to enable us to provide our services or for any other purpose in accordance with this Privacy Policy. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

(c) We will try to collect your personal information directly from you, unless it is unreasonable or impracticable to do so. We will only collect sensitive information (including health information) with your consent. We collect personal information through various means including our online forms, email and phone contact and review of your medical records.

3. COLLECTION AND USE OF MY HEALTH RECORDS DATA

(a) We may access your My Health Records- a national digital health record system- to provide healthcare services. We may collect health information, including prescription details and medical history, as part of our healthcare services.

(b) My Health Record data is stored and processed exclusively within Australia, in compliance with *My Health Records Act 2012 (Cth)*. Your other personal and health information not accessed through My Health Records can be disclosed to, or stored with, Third Parties overseas, in accordance with this Privacy Policy. For the avoidance of doubt, information obtained from My Health Records is not disclosed, accessed or stored overseas.

4. USE OF YOUR PERSONAL INFORMATION

(a) The purposes for which we may use your personal information collected in accordance with this Privacy Policy include:

- (i) provision of our services;
- (ii) provision of information and updates about our services;
- (iii) marketing activities from us or third parties, including about additional products and services; and
- (iv) improvement of our products and services and to better understand your needs.

(b) We may contact you by a variety of measures including, but not limited to, telephone, email, SMS or mail.

5. DISCLOSURE OF YOUR PERSONAL INFORMATION

(a) We may disclose your personal information to third parties, including any of our insurers, professional advisers, agents, suppliers, contractors, third party healthcare providers (**Third Parties**) and our related bodies corporate, employees and officers, insofar as reasonably necessary for the purposes set out in this Privacy Policy. Personal information is disclosed to Third Parties when it is required for the facilitation or delivery of our services or otherwise in accordance with this Privacy Policy.

(b) We may, from time to time, need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

(c) We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of us, our related bodies corporate, our customers or Third Parties.

(d) We may disclose your personal information to, or store it with, Third Parties that are based overseas to provide general business and administrative services, including but not limited to, customer service and software and system development.

(e) If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal

information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Privacy Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Privacy Policy regarding handling your personal information.

6. SECURITY OF YOUR PERSONAL INFORMATION

(a) We take reasonable steps to ensure that your personal information that we store and use is protected. We have put in place suitable physical, electronic and managerial procedures to safeguard and secure your personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. We are not liable for any misuse or loss of, or unauthorised access to, personal information where the security of information is not within our control.

(b) The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy. We do not accept any liability for the improper action of unauthorised third parties.

7. AUTOMATED DECISION-MAKING PROCESSES

(a) We may use automated decision-making processes in certain circumstances, which involve computer programs that make decisions or perform tasks directly related to decision-making, using your personal and health information.

(b) We may use such automated decision-making to, among other things, assess your eligibility for specific medications based on your medical history and other health information.

(c) Such automated decision-making processes may affect your access to some or all services through us, or the prioritisation of your care. We use reasonable endeavours to ensure that these automated decision-making processes are designed to be fair, accurate and compliant with the Privacy Act and APPs.

8. ACCESS TO YOUR PERSONAL INFORMATION

(a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act. A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any of your personal information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at pharmacist@scottstreetpharmacy.com.au

(b) We reserve the right to refuse to provide you with information that we hold about you in certain circumstances set out in the Privacy Act.

9. COMPLAINTS ABOUT PRIVACY

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to 1/15 Scott Street, East Toowoomba Qld 4350 or pharmacist@scottstreetpharmacy.com.au We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

10. CHANGES TO PRIVACY POLICY

Please note that we may change this Privacy Policy in the future. We may modify this Privacy Policy at any time, in our sole discretion and without notice to you. All changes to the Privacy Policy will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

11. WEBSITE

(a) **When you visit our website.** When you come to our website <https://www.scottstreetpharmacy.com.au/> we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

(b) **Cookies.** We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

(c) **Third party sites.** 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 and we do not accept any liability arising out of your access or use of these 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 personal identifiable information.