

BIOELECT PTY LTD PRIVACY POLICY

In performing the company's business activities Bioelect may collect personal information that relates to employees, contractors, external providers, patients, doctors, customers, and Members of the Public. Bioelect respects the rights of individuals to privacy and the confidentiality of information about individuals it deals with. Bioelect is required to comply with the Privacy Act 1988 (Privacy Act) and handles the personal information that it collects and holds in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act. Bioelect is committed to the protection of personal and health information in accordance with these privacy laws in the provision of its services.

About Bioelect's Privacy Policy

This privacy policy explains how we collect, hold, use, disclose, secure and otherwise manage the personal information of individuals who use our services or interact with us. It describes the types of information we collect and hold and why, how to access and correct the information and how to make a privacy complaint.

What Is Personal Information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether that information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. Sensitive information is a type of personal information that is afforded a higher level of protection by privacy laws. It includes health, genetic and biometric information as well as information about race or ethnic origin, political opinions, membership of political, professional or trade associations or trade unions, religious beliefs, sexual orientation or practices and criminal record. References in this policy to personal information include sensitive information and health information.

How Do We Collect Personal Information?

Healthcare Professionals (HCP):

We collect certain personal information directly from HCP. For instance, personal information is collected when an HCP:

- Contacts customer service
- Contacts medical enquiries and drug safety
- Registers on one of our digital platforms
- Engages with our account managers
- Attends events hosted by, or attended by Bioelect
- Emails or calls us

We may also receive professional information about an HCP from other sources such as external sources of HCP information (including publicly available sources). We may combine information from various sources.

Members of the Public:

We collect certain personal information directly from members of the Public For instance, personal information is collected when a Member of the Public:

- Contacts customer service
- Contacts medical enquiries and drug safety
- Registers on one of our digital platforms
- Emails or calls us

We may also collect information from other sources including publicly available sources.

If we receive personal information that we have not requested (unsolicited information) then we will destroy or de-identify the information if it is lawful and reasonable to do so.

Personal Information That We May Collect and Hold

Personal information which may be collected by Bioelect includes but is not limited to the following. The type of information collected also depends on whether you are an Employee, HCP, Customer or Member of the Public:

- Contact details including name, telephone number, address, email, phone number
- Qualifications, area of specialty and research interests/expertise
- Workplace information (e.g. research institute, hospital, university, specialist practice)
- Financial information, including bank details, superannuation, tax file number
- Personal details such as gender, age, date of birth, next of kin, signature, photo
- Employment information such as salaries and wages, education/employment history, curriculum vitae
- Business details such as ABN and contact details including phone, mobile, email
- Other information that is needed in order to provide our services or products to you.

Health Information

Health information which may be collected by Bioelect includes, but is not limited to the following:

- Details of adverse drug/device events
- Details of pathology, surgery, treatment and underlying medical conditions
- Medical images including CT scans, X-rays
- Details of clinic or hospital (including reporter information) at which the adverse event, diagnosis or treatment was obtained
- Medical practitioner details

Method of Collection of Personal Information

Personal information may be collected through electronic or paper form (via email or mail) or by phone. Information may also be collected using an electronic form available on the company website. In some instances, information about an individual may be provided via an authorised third party, e.g. a patient's doctor or nurse. Bioelect will only collect personal information by lawful, secure and fair means, and not in an unreasonably intrusive way.

Use of Personal Information

The main purposes in collecting personal information about individuals are:

- To provide our services;
- To respond to an individual's request;
- To maintain contact with customers;

- To keep clients and other contacts informed of the services we offer and industry developments that may be of interest to them, and to notify them of service offerings, seminars and other events we are holding;
- For the management and reporting of adverse events
- For general management and reporting purposes, such as invoicing and account management;
- For recruitment purposes;
- For purposes related to the employment of our personnel and providing internal services to our staff; and
- All other purposes related to our business.

Bioelect may use personal information about individuals to market services or products. However, individuals always have the opportunity to elect not to receive further marketing information by advising us in writing or by email. If Bioelect collects or uses personal information in ways other than as stated in this policy, Bioelect will ensure it is undertaken pursuant to the requirements of the current Privacy Act.

What Trans-border Disclosures Do We Make?

Bioelect and its related entities may exchange personal information. As a result, Bioelect may transfer personal information outside Australia to countries whose privacy laws do not provide the same level of protection as Australia's. Bioelect may need to exchange information with overseas facilities or contractors to process or back-up our information or to provide certain services to us. As a result, we may transfer personal information to overseas facilities or contractors for these purposes.

However, any such transfer of information does not change any of Bioelect's commitments to safeguard privacy and the information remains subject to existing confidentiality obligations.

Disclosure of Personal Information

Personal and health information collected and held by Bioelect will only be accessed and handled by personnel authorised to do so, for the purpose of carrying out their duties, or for specific purposes. Apart from the exceptions listed below, Bioelect will only use or disclose information for the purpose for which it was collected. Bioelect will not use or disclose information about an individual for a secondary or another purpose, other than the main purpose of collection unless the following apply:

- The secondary purpose is related to the main purpose of collection, and, in the case of health information, determined by the Privacy Officer to be directly related to the main purpose of collection; and
- The individual would reasonably expect Bioelect to use or disclose the information for the secondary purpose
- The individual has consented to the use or disclosure
- The use or disclosure is permitted or authorised by Privacy Laws
- After notification, the Privacy Officer reasonably believes that the use or disclosure is necessary to lessen or to lessen or prevent either:
 - A serious and imminent threat to an individual's life, health, safety or welfare, or
 - A serious threat to public health, public safety or public welfare.

Employees and contractors are prohibited from disclosing information about or undertaking transactions on behalf of a customer, healthcare professional or patient, without the individual's authorisation.

We may use your personal information for purposes which are required by law such as sharing your personal information in order to comply with legal obligations to which we are subject.

Management and Security of Personal Information

We store personal and health information in both paper and electronic form. The security of personal and health information is very important to us and we take reasonable steps to protect it from misuse, interference and loss and from unauthorised access, modification or disclosure.

Some of the ways we do this include:

- Requiring our staff to maintain confidentiality
- Imposing security measures for access to our computer systems
- Providing a discreet environment for confidential discussions
- Allowing access to personal and health information only where the individual seeking access to their own information has satisfied our identification requirements

We will never provide your information to third parties for marketing purposes without receiving your consent.

Personal and health information is retained for the period of time determined by applicable Australian laws after which it is de-identified or disposed of in a secure manner.

Privacy on the Website

This policy also applies to any personal information Bioelect collects via our websites, and includes information collected via websites of related companies. In addition to personal information provided to Bioelect directly (such as where a customer makes a request or completes a registration form), Bioelect may also collect personal information from you via its websites.

Links To Other Sites

We may provide links to websites outside of our websites, as well as to third party websites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that website and its privacy statement.

Access

Bioelect's privacy policy can be obtained by contacting Bioelect. Personal information held by Bioelect may be accessed or corrected by the individual to whom the information belongs. For corrections, Bioelect should be contacted in writing by email or mail. When an individual makes a request to access personal information, Bioelect will require them to provide some form of identification (such as a driver's licence or passport) so that Bioelect can verify that they are the person to whom the information relates.

How Do We Keep Personal Information Accurate And Up-to-date?

We take all reasonable steps to ensure that the personal information we collect is accurate, complete and up-to-date, and when we use or disclose it, that it is relevant. We will also take reasonable steps to correct the personal information we hold if we are satisfied that it is inaccurate, incomplete and out of date, irrelevant or misleading, or if an individual asks us to correct their personal information for these reasons. A request to correct personal information can be made at any time by contacting us on the details below.

Complaints or Enquiries

Any complaints about Bioelect's handling of personal information or enquiries about this policy are to be directed to the Company at the address below:

Email: enquiries@bioelect.com

Phone: 1300 907 411

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's web site: <http://www.privacy.gov.au/>

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