

Privacy Policy

Practice Master Pty Ltd ACN 158 422 032 is committed to protecting your personal information. This privacy policy explains how and why your personal information is collected, what it is used for, and to whom and when it is disclosed.

Definitions

“Service” means our websites and all downloadable software.

“Client” means a customer of Practice Master Pty Ltd.

“Client Data” means personal data, reports, addresses, health records, and other files, folders or documents in electronic form that a Client has collected from their patients and contacts and stores within the Service.

“Personal Data” means any information relating to an identified or identifiable natural person.

Collection and Use of Information

Practice Master Pty Ltd collects personal information in a variety of ways when you visit our website, use our web application or cloud features, use our downloaded software application, or deal with us by email or on the phone.

We collect different types of information depending on your interaction with us:

1. Client information collected by Practice Master Pty Ltd.

The personal information we collect from you is used to provide you with services you request and to operate our business efficiently. We use it for billing, identification, authentication, service improvement, research, and also for contacting you when necessary.

We may use your personal information to advise you of new or updated products or services or special offers or promotions that you may be interested in. You can contact us at any time to let us know that you do not want us to use your information for this purpose.

If you do not provide personal information to us we may not be able to provide our services or services most suited to your needs.

2. Information collected by Clients.

A Client of Practice Master Pty Ltd may store or upload patient and contact data (including personal data and health records) into the downloaded software application and cloud database. Practice Master has no direct relationship with the individuals whose Personal Data it hosts as part of Client Data. Each Client is responsible for providing notice to its customers and third persons concerning the purpose for which the Client collects their Personal Data and how this Personal Data is processed in or through the Service.

Information Sharing

We may disclose personal information when we believe it violates our Terms of Service, when it is required to assist with a lawful investigation or comply with the law, if we believe disclosure is necessary to protect our rights, or if some or all of the assets and operations of our business are or may be transferred to another party.

From time to time third party service providers who assist us with our activities, such as website hosts, IT back-up service providers, and other IT or payment service providers, may also have access to personal information held by us and may use this information on our behalf.

We will not sell, rent or share your personal information with third parties in other ways without your consent unless we are required by law to do so.

By providing your personal information to us, you consent to us transferring this information to third party IT providers, including our website host and back-up service provider.

Storage and Protection

We may hold your personal information in electronic databases, such as our customer relationship management system. We take all reasonable steps, including encryption, to keep any personal information we hold about you secure. We restrict access to personal information to our employees, contractors and agents who require that information in order to operate and develop our application and service. This also extends to the Client Data collected by Clients on their patients and contacts and stored in their local application database and on our cloud database.

If we learn of a security systems breach, we will inform you and the authorities of the occurrence of the breach in accordance with applicable law.

Data Retention

We only retain the Personal Data collected from a Client for as long as the Client's account is active or otherwise for a limited period of time as long as we need it to fulfil the purposes for which we have initially collected it, unless otherwise required by law. We will retain and use information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements as follows:

- The contents of closed accounts are deleted within 3 months of the date of closure;
- Backups are kept for 3 months;
- Billing information is retained for the required period to meet accounting and taxation laws
- Data which may be acquired (with your permission) to provide optional custom support is destroyed immediately following resolution

Data Transfer

Information collected on Practice Master Pty Ltd.'s Clients is stored in Australia. Information collected by Clients is stored in their local database in the downloaded software and optionally stored on our cloud database. The location of the cloud database can be selected by the user as either Australia or The United Kingdom.

Data from your local database may be optionally transferred to Australia (with your permission) in the event of support issue resolution.

Data Controller and Data Processor

Practice Master Pty Ltd does not own, control or direct the use of any of the Client Data stored or processed by a Client via the Service. Only the Client is entitled to access, retrieve and direct the use of such Client Data. Practice Master Pty Ltd does not directly access such Client Data except as authorized by the Client, or as necessary to provide Services to the Client.

Because Practice Master Pty Ltd does not collect or determine the use of any Personal Data contained in the Client Data and because it does not determine the purposes for which such Personal Data is collected, the means of collecting such Personal Data, or the uses of such Personal Data, Practice Master Pty Ltd is not acting in the capacity of data controller in terms of the European Union's General Data Protection Regulation (GDPR).

Practice Master Pty Ltd should be considered only as a processor on behalf of its Clients as to any Client Data containing Personal Data that is subject to the requirements of the GDPR.

We do act as a Data Controller when Practice Master collects and uses data from the Client for the running of our business.

Access and Correction

You can request access to personal information we hold about you. We will provide this except in the limited circumstances in which we are permitted not to.

You may request that we correct personal information we hold about you that is inaccurate or out-of-date. If you request that we delete your personal information, we will take all reasonable steps to do so unless we need to keep it for legal, auditing or internal business purposes.

Changes to this Policy

We may review and amend this Privacy Policy from time to time. We will post updated versions of the Privacy Policy on our website.

Questions or Complaints

You can contact us at support@practicemaster.com.au if you have any questions about this Privacy Policy or the way that we handle your personal information.

If you have a complaint about how your personal information has been handled, please let us know immediately. We take your privacy seriously and we will respond to your complaint as soon as we can.