



## PRIVACY POLICY

### MAACG Medical Group Pty Ltd

#### Purpose

This privacy policy applies to MAACG Medical Group Pty Ltd (ABN 46 605 188 243) (MAACG Medical) and its operations. This policy explains how MAACG Medical handles any personal information we collect via our websites (including the clinics that MAACG Medical manages), including maacgmedical.com.au and applications including mobile applications, in addition to personal information you provide to us directly – such as where you make a request or complete a registration form.

#### Privacy on our web sites and applications

To manage our websites and applications properly, we may record certain statistics about the users of the facilities, for example the users' domains and browser types. This information does not specifically identify an individual and is used only to ensure that our websites and applications provide the best possible navigational experience for users.

Cookies and web beacons are used on some MAACG Medical websites.

We do not use this technology to access your personal information.

If you have completed a feedback and compliments or inquiry form with us, via our website, the information we collect from you may be used for answering your inquiry, responding to you, providing information, measuring use and performance and in assisting to resolve any technical difficulties.

Where we provide links to websites and embedded content operated by third parties that may also set cookies and web beacons then MAACG Medical is not responsible for the privacy practices or policies of those sites. We encourage you to review each website's privacy policy, especially if you intend to disclose any personal information via that site. A link to another non-MAACG Medical website is not an express or implied endorsement, promotion or warranty of the products or service offered by or accessible through that site or advertised site.

#### Collection of personal information

MAACG Medical collects and holds personal information from clients, customers, employees, contractors, and other individuals. We collect and hold this information when it is necessary for business purposes.

The main types of personal information MAACG Medical collects and holds relates to the contact details and organisational roles of our clients, suppliers, and other business contacts. This would normally include information such as names, addresses, telephone numbers, email addresses and job titles. While providing services to our clients, we may collect and hold more detailed personal information such as when we are asked to recruit a person for a vacancy.

Health information is primarily collected in person at our clinics and is not collected through our websites. This information is handled in accordance with the Privacy Act and other applicable legislation. Patients can obtain a copy of the [Privacy Policy](#) from the Clinic directly or through the Clinic's website under 'Patient Information'.

MAACG Medical collects most information directly from the individual when we deal with them. The personal information we collect may be provided in forms filled out by individuals, face to face meetings, email messages, telephone conversations, when you use our website or our social media or by third parties such as recruiters. If you contact us, we may keep a record of that contact.

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MAACG Medical Group Pty Ltd



Version #	Resource Type	Date Reviewed	Date to be Reviewed	Page No.
3	Governance and Management Systems	30/09/20	30/9/2021	1

Because of the nature of our business it is generally impracticable for us to deal with individuals on an anonymous basis or using a pseudonym, although sometimes this is possible.

## Security of Personal Information

Depending on the purpose for which we have collected personal information (usually to answer an inquiry; to respond to feedback and compliments; or for the purpose of employment), we may store some of the information electronically. Some of this personal information may be available to Managers and authorised employees of MAACG Medical for use in accordance with this policy.

MAACG Medical will endeavour to take all reasonable steps to keep secure any information which we hold about you, whether electronically or in hard-copy, and to keep this information accurate and up to date. We require our employees to respect the confidentiality of any personal information held by MAACG Medical.

## Use of personal information

The main purpose for which we collect, hold, and use personal information is to:

- Provide services
- Respond to an individual's request
- Maintain contact with clients
- Keep clients and other contacts informed of the services we offer and developments that may be of interest to them, and to notify them of service offerings and events we may hold
- Recruit employees
- Allow us to conduct general management and reporting activities; and other purposes related to our business

If you choose not to provide us with personal information, we may be unable to do such things.

We may collect, hold, and use personal information about individuals to market our services, including by email. Individuals have the opportunity to elect not to receive further marketing information from us by writing to the The Privacy Officer, MAACG Medical Group, Building 5, Level 3, 658 Church Street, Richmond VIC 3121 or emailing [reception@maacgmedical.com.au](mailto:reception@maacgmedical.com.au). Please allow 28 days for your request to be processed.

If we collect, hold, or use personal information in ways other than as stated in this policy, we will ensure we do so in accordance with the Privacy Act.

Employee records are not generally subject to the Privacy Act and therefore this policy may not apply to the handling of information about employees by MAACG Medical. For information about our practices relating to employee information, please contact us directly.

## Disclosure of personal information

MAACG Medical does not routinely disclose personal information to other organisations unless:

- Use or disclosure is permitted by this policy
- We believe it is necessary to provide you with a service which you have requested; or if you are an employee or contractor of MAACG Medical, it is necessary for maintaining or related to your role at MAACG Medical
- It is to protect the rights, property, or personal safety of any member of the public or a client of MAACG Medical or the interests of MAACG Medical
- Some or all of the assets or operations of MAACG Medical are or may be transferred to another party as part of the sale of some or all of MAACG Medical's business

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Version #	Resource Type	Date Reviewed	Date to be Reviewed	Page No.
3	Governance and Management Systems	30/09/20	30/9/2021	2

- You give your consent
- Such disclosure is required or permitted by law, regulation, rule, or professional standard.

We may share non-personal, de-identified and aggregated information for research or promotional purposes. We do not sell to or trade information with third parties, except as set out in this policy.

MAACG Medical uses a range of service providers to maximise the quality and efficiency of our service and business operations, including internal business requirements, such as recruitment and human resource requirements. This means that individuals and organisations outside of MAACG Medical will sometimes have access to personal information held by us and may collect it from or on behalf of MAACG Medical. This may include, but is not limited to, independent contractors and consultants, off-site security storage providers, travel service providers, information technology providers, event managers, credit managers and debt collecting agencies.

We require our service providers to adhere to our privacy guidelines and not to keep, use or disclose personal information we provide to them for unauthorised purposes.

### Access to Information

We will provide access to personal information upon request by an individual, except in some limited circumstances in which it is permitted for us to withhold this information such as where the granting of access would infringe another person’s privacy.

When you request access to personal information we will require you to provide some form of identification (such as a passport or driver’s licence) so that we can verify you are the person to whom the information relates. Sometimes we may also request an administrative fee to cover the cost of access.

If you want to know what personal information we hold about you, please contact us by writing to: The Privacy Officer, MAACG Medical Group, Building 5, Level 3, 658 Church Street, Richmond VIC 3121 or emailing [reception@maacgmedical.com.au](mailto:reception@maacgmedical.com.au).

### Corrections and Concerns

If you believe the information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will attempt to resolve those concerns.

If you wish to have your personal information deleted, please let us know and we will take reasonable steps to delete it (unless we need to keep it for legal or internal risk management reasons, or compliance with professional obligations).

We take our privacy practices seriously and if we become aware of any ongoing concerns or problems concerning those practices, we will work to address them. If you have any further queries relating to our privacy policy, or you have a problem or complaint, please contact our Privacy Officer. If you are not satisfied with our handling of our problem or complaint you may make a complaint to the Australian Information Commissioner – [www.oaic.gov.au](http://www.oaic.gov.au)

### Effect of Policy

MAACG Medical aims to review this policy annually. We may update this privacy policy at any time by publishing an updated version on this website.

The amended policy will apply, whether or not we have given you specific notice of any change.

Version #	Resource Type	Date Reviewed	Date to be Reviewed	Page No.
3	Governance and Management Systems	30/09/20	30/9/2021	3