

Privacy Policy

Introduction

F2P SERVICES PTY LTD (ACN 124 558 201) atf F2P Services Unit Trust operates the F2P online ordering and tracking service. Any information that you provide through our site may be collected and used by F2P Services, governed by this privacy policy. This statement sets out F2P Services' policies relating to the collection and use of your personal information along with that of your customers and patients. It applies to your conduct on the F2P online ordering and tracking service website(s) (the "Site"). This policy is in addition to F2P Services' general Licence Agreement and End User Licence Agreement governing your relationship with F2P Services and the licence to use the Site and should be read in conjunction with such Licence Agreement and End User Licence Agreement.

1. Your personal information is important to us

We recognise that your privacy is very important and that you have a right to control personal information. We know that providing personal information is an act of trust and we take that seriously. The following sections set out how we handle and protect your personal information and safeguard your privacy.

2. How we collect information about you, your patients and your customers

There is one main way we collect information about you, your patients and your customers:

2.1 If you or your customers log in as an F2P user

Once you have become an F2P user or licensee, we collect personal information about you, the organisation you work for, and your customers in order to provide you with the full benefits of our services and the Site. When you use our services and Site, we collect information from you such as your and your customers' and their patients' e-mail, address, name, some financial information and details of orders for products which you use our Site to process and track, and will continue to add to your and your customers' profile as you continue to use the Site. It is necessary to collect this information to fulfil our legal obligations and to provide you with the best possible services and to assist you and your customers to gain the most from use of the Site.

3. How we preserve your privacy

We keep any information you disclose to us about you, your patients and your customers secure and on our secure server. We will not use or disclose any such information other than is necessary to provide our services, or for you to use our Site and for us to keep proper and necessary records. In addition, use of our services and Site is restricted to authorised licensees and end users, and each account is unique and access is restricted to each unique licensee.

4. How we use and disclose your information

We will not disclose any information about you, your customers or your patients without your consent unless it is:

- Required by law;
- We believe it necessary in order to provide you with a service which you have requested or your use of the Site;
- We suspect that your use of the Site is in breach of the Licence Agreement and/or End User Licence Agreement;
- To protect our rights or property, or the rights or property of any Site user or any member of the public; or
- To lessen a serious threat to a person's health or safety.

We will never share your personal information with a third party or allow a third party to promote its products and services directly to you without your explicit consent, unless required by law or unless required to provide you our services or for your use of the Site.

5. How we store your information and keep it secure

We will take all reasonable steps to keep secure any information we hold about you, your customers and your patients and to keep this information accurate and up to date. This information is stored on secure servers that are protected in controlled facilities.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to such personal information.

You can also play an important role in keeping your personal information secure by maintaining the confidentiality of any password and accounts used on our Site. Please notify us immediately if there is any unauthorised use of your account by any other person or any other breach of security.

6. How you can access your information

You can access, change and update your some information you provide to us at any time on the Site. If you wish to know what other information we have gathered about you while you have been logged in to the Site, you can request this information via our “contact us” form. We will endeavour to respond to your request within seven days.

7. What to do if you have a problem or question

If you make us aware of any ongoing concerns or problems with our Site, we will take these issues seriously and work to address these concerns. You can contact us using the “contact us” form.

8. Changes to the Privacy Policy

We will continuously review our Privacy Policy to ensure that it protects your privacy while supporting your user experience on our Site. We encourage you to keep visiting our Privacy Policy to see if any updates have been made.

9. Further information on privacy

For more information about privacy issues in Australia, visit the Australian Federal Privacy Commissioner's website.