

Net-Health Privacy Policy

Updated - January 2026

1. General

Nethealth Pty Ltd (referred to as “Net-Health”, “we”, “us” or “our”) is committed to protecting the privacy and security of personal information and sensitive information, including health information, that we collect, hold, use and disclose.

Net-Health provides software solutions and digital health platforms, including Net-HealthData and associated patient and clinician applications, to hospitals, health services, healthcare professionals and patients. This Privacy Policy explains how we handle personal information in connection with those services.

This Privacy Policy should be read together with the applicable Net-HealthData Terms and Conditions and any privacy notices, consent forms or information provided by the hospital, health service or healthcare provider through which you use the Service.

We handle personal information in accordance with applicable Australian privacy law, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) where they apply, together with applicable State or Territory health privacy, health records and public records requirements.

2. Who this Policy applies to

If you are a hospital, health service, healthcare professional or other organisation using our software to provide healthcare services, we refer to you as a “health service provider”. If you use our software or applications in connection with healthcare provided to you, we refer to you as a “patient”.

In many deployments, the relevant hospital or health service determines the purposes for which patient information is collected and used, and Net-Health provides the technology platform and processes information on its behalf. In those circumstances, some privacy requests may need to be managed or coordinated with the relevant health service.

3. Personal information we collect

The information we collect depends on your relationship with Net-Health and how the Service is configured by the relevant health service. It may include:

- identity and demographic information, such as name, date of birth, gender and identifiers;
- contact information, including address, telephone number and email address;
- health service provider and organisational information;
- account, authentication and user-profile information;
- health information entered by you or your healthcare provider, including clinical observations, diagnostic information, medications, treatment information and patient-reported information;
- readings and information received from compatible medical devices, applications or connected third-party systems;
- health identifiers and other sensitive information where relevant to the healthcare service being provided;
- communications, messages, questionnaires, appointment-related information and educational interactions within the Service; and

- technical and security information, such as IP address, device/browser information, login activity, audit records and system events needed to operate, secure and support the Service.

We seek to collect only information reasonably necessary for the functions and services being provided.

4. How we collect information

We may collect personal information directly from you through our applications, websites, forms, communications, support interactions or other use of the Service.

Where you are a patient, information may also be provided by your hospital, health service or healthcare professional, or received from compatible medical devices, applications and systems that have been authorised for use with the Service.

Where information is collected indirectly, the collection will be handled in accordance with applicable privacy requirements and the arrangements applying between Net-Health, the relevant health service and the individual.

5. Why we collect, use and disclose personal information

We collect, use and disclose personal information where reasonably necessary to provide, administer, secure and support the Service and for purposes permitted by law. These purposes may include:

- providing Net-Health software, applications and remote monitoring functionality;
- making relevant patient information available to authorised healthcare professionals for monitoring, assessment and clinical care;
- receiving, processing and displaying information from connected medical devices or third-party systems;
- supporting clinical workflows, alerts, communications, medication management, education and reporting configured by the relevant health service;
- responding to enquiries and providing technical or operational support;
- administering user accounts, authentication and authorised access;
- maintaining security, audit trails, system integrity, incident response, backup and business continuity;
- meeting legal, regulatory, contractual, clinical governance, records-management and audit obligations;
- analysing the performance, safety and use of our products and services and improving or developing our software, where permitted by law and applicable contractual arrangements; and
- other purposes to which you have consented or that are otherwise authorised or required by law.

Net-Health does not independently make clinical diagnoses or treatment decisions merely by collecting or processing information through the platform. Clinical decisions remain with the authorised healthcare professional, except where a separately authorised service expressly provides otherwise.

6. Sensitive and health information

Health information is sensitive information under Australian privacy law and is afforded a higher level of protection. Net-Health collects and handles health and other sensitive information only where permitted by law, including where it is reasonably necessary for the healthcare or platform services being provided and the required consent or other lawful authority exists.

We do not use patient health information for unrelated direct marketing.

7. Use and disclosure

Personal information is generally used or disclosed for the purpose for which it was collected or for a related purpose permitted by law. Depending on the Service, information may be disclosed to:

- the hospital, health service, healthcare professionals and authorised members of the care team involved in providing or supporting your healthcare;
- authorised Net-Health personnel who require access to operate, secure or support the Service;
- technology, cloud, communications, integration or support providers that process information on our behalf and are subject to appropriate contractual, privacy and security requirements;
- regulators, government bodies, law enforcement agencies or other persons where disclosure is authorised or required by law; or
- another person or organisation where you have provided consent or the disclosure is otherwise permitted by law.

Access to patient information is limited according to the user's authorised role and the relevant service configuration.

8. Australian data hosting and overseas disclosure

Net-HealthData user information is hosted on cloud infrastructure located in Australia and is backed up in Australia, subject to the architecture and contractual arrangements applicable to the Service.

Net-Health's current operating model is intended to avoid disclosure of patient personal information overseas. If a future arrangement would involve disclosure of personal information outside Australia, Net-Health will assess and manage that disclosure in accordance with applicable Australian privacy law, including any requirements applying to overseas recipients, and applicable customer contracts.

Use of an overseas-based service that does not involve disclosure of identifiable personal information may be assessed separately in accordance with our privacy and security governance processes.

9. Data security

Net-Health takes reasonable technical and organisational steps to protect personal information and health information from misuse, interference, loss, unauthorised access, modification and disclosure.

Depending on the relevant environment and service configuration, security measures may include:

- role-based and least-privilege access controls;
- authentication and account-security controls;
- encryption and secure communications for protected information in transit and, where applicable, at rest;
- logging, audit trails and security monitoring;
- secure backup, recovery and business-continuity arrangements;
- vulnerability management, security testing, patching and controlled software changes;
- periodic review, modification and removal of access rights; and
- security and privacy requirements for third-party providers that process information on our behalf.

No internet-connected service can be guaranteed to be completely secure. Net-Health nevertheless maintains safeguards appropriate to the sensitivity of the information and does not treat transmission of health information through the Service as being solely at the user's risk.

10. Security incidents and data breaches

Net-Health maintains processes to identify, contain, assess, investigate and respond to suspected or actual security incidents involving personal information.

Where an incident constitutes an eligible data breach under the Notifiable Data Breaches scheme, Net-Health will comply with applicable obligations under the Privacy Act 1988 (Cth), including notification to affected individuals and the Office of the Australian Information Commissioner where required.

Net-Health will also comply with applicable contractual, health-service, regulatory and jurisdiction-specific incident notification requirements.

11. Data retention, deletion and de-identification

Net-Health retains personal and health information only for as long as required for the purposes for which it is held and to satisfy applicable legal, clinical-record, contractual, regulatory, audit, public-records or health-service retention requirements.

Retention periods can differ according to the type of information, the relevant health service and the jurisdiction in which care is provided. Where Net-Health processes information on behalf of a hospital or health service, retention and disposal may be governed by that organisation's approved records-retention requirements and instructions.

When personal information is no longer required and there is no legal or contractual requirement to retain it, Net-Health will take reasonable steps to securely destroy or de-identify the information. Information contained in protected backups may remain until it is overwritten or securely removed in accordance with applicable backup and retention processes.

Closing or terminating a user account does not necessarily result in immediate deletion of associated health information where the information forms part of a clinical record or is subject to a legal, contractual or health-service retention requirement.

12. Access and correction

You may request access to personal information Net-Health holds about you, or request correction where you believe information is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests may be made in writing to support@net-health.com.au. We will respond within a reasonable period and in accordance with applicable privacy law. We may need to verify your identity before providing access or making a correction.

Where Net-Health holds information on behalf of a hospital or health service, we may refer or coordinate your request with that organisation. Access may be refused in circumstances permitted by law. If a request is refused, we will provide the required notice and information about available complaint mechanisms, unless an exception applies.

13. Account deletion and privacy requests

You may contact Net-Health regarding account closure, deletion or other privacy requests. Where the relevant information is controlled by a hospital or health service, or forms part of a clinical record, Net-Health may require the request to be handled or authorised by that organisation.

A request to delete an account does not override legal or clinical-record retention requirements. Information that must be retained will remain protected and access will continue to be restricted in accordance with applicable requirements.

14. Website, cookies and technical information

When you access a Net-Health website or online service, we may collect technical information such as IP address, browser or device information and information about use of the Service.

Cookies or similar technologies may be used where required for authentication, security, functionality, preferences, performance or analytics. Where required by law, additional information or choices will be provided regarding non-essential cookies.

Our websites or applications may contain links to third-party sites or services. Net-Health is not responsible for the privacy or security practices of third-party websites and their own privacy policies apply.

15. Direct marketing

Net-Health may communicate with business customers or professional contacts about products, services or information relevant to their relationship with us where permitted by law. We will provide an appropriate means to opt out of direct marketing communications.

Patient health information is not used to target patients with unrelated promotional or marketing communications.

16. Complaints and feedback

If you are a patient using Net-Health through a hospital, health service or healthcare provider, you may contact that organisation in the first instance because it may be responsible for determining how your clinical information is handled. You may also contact Net-Health where your concern relates to our handling or security of personal information.

Privacy complaints to Net-Health will be investigated and responded to within a reasonable period. If you are not satisfied with our response, you may be entitled to lodge a complaint with the Office of the Australian Information Commissioner or another applicable privacy or health complaints authority.

17. Contact us

For privacy enquiries, requests, complaints or concerns about the way Net-Health handles personal information, please contact:

Privacy Officer
Nethealth Pty Ltd
Building 1, Chancellor Village Boulevard
Sippy Downs, Qld 4556
Email: enquiry@net-health.com.au
Telephone: (07) 3130 0231
Website: www.net-health.com.au

Access and correction requests may also be sent to support@net-health.com.au.

18. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, technology, security practices, legal obligations or regulatory requirements. The current version will be made available through our website or Service. Where appropriate, we will take reasonable steps to notify affected users of material changes.