

OUR PRIVACY POLICY

We are committed to safeguarding your personal privacy and providing you with the best possible customer service experience within the requirements of the Privacy Act 1988.

Collection and use of your personal information

In order to use the HeartBug monitoring service, you have to submit personally identifiable information. For patients, this includes your name, date of birth, Medicare number, referring doctor, contact number, symptoms and heartbug serial number. For referring physicians and their clinic staff, this includes your name, contact details and Medicare provider number.

The monitoring service will then collect your ECG recordings and any clinical symptoms you tell us about. Our cardiac technicians and cardiologists will interpret and report on your ECG recordings and then share the ECG Report with your referring physician and their clinic staff.

All personal information is stored on secured and encrypted cloud servers and is only accessible via password protected secure-socket layer access.

We may contact you

We may contact patients, referring physicians and clinic staff regarding use of the HeartBug monitoring service or for any clinically relevant issues. We will occasionally seek your feedback regarding our customer service performance and any suggested improvements.

Sharing of your personal information

We will only share your ECG report and personal information with your referring physician. If you request, we can share your ECG results with another physician who is involved in your care.

Changes to this Privacy Policy

We may make amendments to this Privacy Policy from time to time. If you have objections to the Privacy Policy, you should not use our monitoring service.

Accessing Your Personal Information

You are able to access your personal information and ECG Report. If you would like to do so, please contact us on the details below. We may ask you to put your request in writing for security reasons or prove your identity to us first.

Contacting us

If you have any questions about this Privacy Policy or would like further information, please contact us on **Telephone:** 1800 529 275 **Email:** clinicalcare@heartbug.com.au

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