



Privacy Policy

Overview

HMS is sensitive to privacy issues on the Internet. We believe it is important that you (employees, clients, suppliers and associates) understand how we treat the information you may provide to us. This privacy statement applies to information collected by the websites that HMS manages, in the course of conducting business with sensitive client information, and in dealings with our clients.

In the normal course of business, we will collect both personal information about you and non-personal information associated with you. We will always endeavour to protect this information, hold it in confidence, and protect it from theft. In general, we use both non-personal and personally identifiable information that you provide to us or that we collect in the normal course of business to communicate with you about our service and product offerings and efficiently deliver those offerings.

For these purposes, HMS employees, instructors or authorised contractors and third-party agents will have access to some or all of this non-personal and personally identifiable information.

Unless specifically stated otherwise, the information you provide or that is associated with you is never shared with anyone other than HMS employees, instructors, or authorized contractors and agents. HMS never trades or sells its personal information except as provided in this policy and with permission where required.

Customer Data

HMS employees are often exposed to confidential client and patient records. HMS contracts stipulate that we will not divulge any confidential information to third parties and will always deal with confidential information in a sensitive manner. Under no circumstances will private information be divulged to external parties, or information gathered from client systems be used for any purposes not explicitly authorized in writing from clients.

Related Standards, Policies and Processes

Mobile Applications

HMS Mobile offers our clients the abilities to manage and monitor the activities of their mobile workforce and record details about their clients, e.g. their patients or customers, on the go. Users of the mobile app work under the umbrella of parent organisations who may set their own privacy policies and contractual arrangements with staff members.

The HMS iOS app:

- Does not collect user data or access any data from user devices, with the exception of location tracking
- Allows location tracking to be turned off in the Settings page of the app, or for the device within Apple Settings (under the privacy section)
 - Note however that a user's parent organisation may have policies mandating staff to keep location tracking on under the applicable country/jurisdiction laws, and they could then disable the location switch within the app and/or otherwise compel users to track their location
- Accesses and displays private information about users about other parties only from secure servers, which is discarded from user iOS devices when no longer in use (e.g. on logout, or when the data is no longer of current interest for users)





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- Data is stored securely in transit when transmitted to secure servers, with access only available to HMS staff. Data is only visible to third parties who comply with our privacy/usage policies for the purpose of validating and improving our services, and cannot be passed on to other organisations (outside of legal compulsion). Data is deleted from transit stores as soon as it is no longer required to be accessible
- Stores credentials that are strictly limited in scope at all times to ensure all personal, patient and customer data are only accessed by the intended user

Definitions and Terms

None

Revision History

Date of Change	Responsible	Summary of Change
August 2020	CEO	Updating policy to inform mobile app users of our approach to their privacy
February 2014	CEO	Updating policy due to new contract provisions

