



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 nonpersonal 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 allows our clients 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 Mobile App

- Does not collect user data or access any data from user devices for any purpose except that used by the organisations that use the App.
- Any details collected by the App will be used by the organisations for the care and management of their patients and clients.
- HMS does not use any information entered by users and all recorded data is stored by the organisations in their own HMS database systems.
- Location tracking may be turned off in the Settings page of the App, or for the device within device settings (under the privacy section).

Note : however that a user's employer 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 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 temporary storage when it is no longer required to be accessible.
- Credentials are limited in scope to the extent that they sufficiently ensure all personal, patient and customer data are only accessed by the intended user. These credentials are stored on secure servers.

Developer's data retention and deletion policy

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with investigations, enforce our legal terms and/or comply with applicable legal requirements.

To delete your data or if you have any questions or comments about your privacy rights, please submit a request in the first instance to your employer organisations. HMS does not manage your access to the App but will respond within 48 hours to any requests and users can use the link to our contact form www.hms.com.au/contact.html

