

Privacy Policy

1. Background

TALi Digital Limited ABN 53 108 150 750 (“TALi Digital” “we,” “us,” or “our”) is an entity bound by, and committed to, the Australian Privacy Principles (“APPs”). The specific legal obligations of TALi Digital when collecting and handling your personal information are found in the Privacy Act 1988 (Cth) (“Privacy Act”) and in the APP’s found in the Privacy Act. This Privacy Policy outlines the manner in which TALi Digital handles personal information in order to comply with the APP’s.

This Privacy Policy applies to all users of our website www.talidigital.com.

Our Privacy Policy will be reviewed regularly to take account of changes in legislation, technology, and our operations and practices. We aim to ensure the policy is appropriate to the changing environment. Any changes we make to this Privacy Policy will be updated and published on our website as necessary.

This Privacy Policy only applies to Personal Information that TALi Digital collects and holds on its own systems. For the purposes of this Privacy Policy, “Personal Information” means information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from that information or opinion. For example, your name, address, telephone number, and email address.

2. Consent

By continuing to access our website or registering an account with us, you will be deemed to consent to the information handling practices in this Privacy Policy.

3. Collection

Types of information collected

We may collect and hold Personal Information about you. The kind of information we typically collect includes name, address, phone number, email address and/or other information relevant to providing you with the products and services you are, or someone else you know is, seeking. We may also collect sensitive information about you, including information about your health.

Method of collection

Personal Information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you.

There may, however, be some instances where Personal Information about you will be collected indirectly because it is unreasonable or impractical to collect Personal Information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The Personal Information that we collect and hold about you, depends on your interaction with us. Generally, we collect, use and hold your Personal Information for the purposes of providing:

- products and services to you or someone else you know;
- providing you with information about other services and products that we offer that may be of interest to you;

- providing you with information relevant to your type of business or other area of expertise or interest;
- facilitating our internal business operations, including the fulfilment of any legal requirements; and
- analysing our services and products with a view to improving and further developing those products and services.

Failure to provide information

If the Personal Information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

If you access our website, we may collect additional Personal Information about you in the form of your IP address or domain name. Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our Privacy Policy.

Our website uses “Cookies” and other standard web technology. A “Cookie” is a small data file that we store on your computer. We may use session Cookies (which expire once you close your browser) or application local storage (which remain on your computer for an extended period of time).

Our website uses Google Analytics to analyse aggregate user behaviour. Google Analytics is used to collect data relating to your interaction with our website.

4. Use and disclosure

Generally, we only use or disclose Personal Information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- our related entities to facilitate our and their internal business operations;
- third party service providers, who assist us in operating our business (including technology service providers) and these service providers may not be required to comply with our Privacy Policy; and
- our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about various products and services.

We are likely to send your Personal Information overseas. For instance, our infrastructure and that of our service providers or other recipients, may be based outside Australia, including New Zealand, the United States of America and Europe.

In some circumstances, the law may permit or require us to use or disclose Personal Information for other purposes (for instance where you would reasonably expect us to and the purpose is related to the purpose of collection).

We may, and you hereby authorise us to, disclose your Personal Information if required by law, or if we believe in good faith that disclosure is necessary to disclose a data breach to the Office of the Australian Information Commissioner, including information we are obliged to include in a Mandatory Breach Notification System now prescribed under the Privacy Act.

5. Security

We store your Personal Information in different ways, including in paper and electronic form. The security of your Personal Information is important to us. We take reasonable measures to ensure that your Personal Information is stored safely to protect it from misuse, loss, unauthorised access, interference, modification or disclosure, including electronic and physical security measures.

Although we strive to protect Personal Information, you acknowledge that security safeguards, by their nature, are capable of circumvention and we do not and cannot guarantee that your Personal Information will not be accessed by unauthorised persons capable of overcoming such safeguards. You acknowledge and agree that we do not operate or control the internet and that unauthorised users (such as hackers) may use viruses, worms, trojan horses, and other undesirable data and software to obtain access to or damage our website or your Personal Information.

6. Access and correction

You may request access to the Personal Information we hold about you, by making a written request. We will respond to your request within a reasonable period.

We may decline a request for access to your Personal Information in circumstances prescribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your Personal Information, or at any other time, you believe the Personal Information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your Personal Information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.

7. Complaints and feedback

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your Personal Information, you should advise us via the below contact details.

If you remain unsatisfied with the way in which we have handled a privacy issue, we suggest you approach an independent advisor or contact the Office of the Australian Information Commissioner by calling them at 1300 363 992, online at www.oaic.com.au or writing to the Commissioner at GPO Box 5128, Sydney New South Wales 2001, for guidance on alternative courses of action which may be available. We will provide our full cooperation in the event that you elect to pursue this course of action.

8. Contact details

If you wish to contact us by email or post, please mark your message "Attention: Privacy Policy."

Email: info@talihealth.com

Phone: 1300 082 013

Post: TALi Digital, Level 5, 19 William Street, Cremorne Victoria 3121 Australia