

TALI Health Privacy Policy

October 2017

This privacy policy (“Privacy Policy”) explains how your personal information is collected, used, and disclosed by TALI Health Pty Ltd (“TALI Health,” “we,” “us,” or “our”). This Privacy Policy applies to users of TALI Health’s websites with links to this Privacy Policy including talihealth.com, and our TALI Health applications on the web, mobile phones, or tablets. The website and the applications are referred to collectively as the “Programs” in this document.

For this Privacy Policy, the following definitions apply:

1. “Personal Information” means information that allows someone to identify or contact you, including for example your name, address, telephone number, and email address.
2. “Anonymous Information” means data that is not associated with or linked to your Personal Information; Anonymous Information does not, by itself, permit the identification of individual persons. Capitalised terms used in this Privacy Policy but not defined in this Privacy Policy have the meanings given to them in the TALI Health Terms and Conditions (Terms and Conditions”).

By registering with us or using our Programs, you expressly consent to the information handling practices in this Privacy Policy.

What type of information does TALI Health collect about you?

1. When you register your interest in TALI Health we ask you for and collect your name and email address.
2. When you register for one of our Programs as a Provider or Clinic Admin, we ask you for and collect your name, e-mail address, address, and occupation.
3. When you register for one of our Programs as a Parent, we ask you for and collect your name, and e-mail address.
4. Specific Programs may ask you for and collect additional information, such as your child’s first name, age, gender and clinic diagnosis (if applicable)
5. If you choose to add information during your registration of interest, we will collect that information, such as your email address, first name and surname.
6. If you choose to participate in a survey or market research, we may ask for and collect other requested information, such as your opinion of TALI Health or your phone number.
7. If you choose to contact us by sending us an e-mail, fax, or letter, we collect your e-mail address, fax number, or mailing address, and any information contained in the e-mail, fax, or letter you send us.
8. When you pay for one of our Programs, we use services provided by Stripe Payments Australia Pty Ltd to process payment. We do not have direct access to credit card details, we only store transaction details.

What type of information do we collect from organisations that provide our programs?

We work with certain organisations that provide our Programs to their clients as part of the services they offer to their clients. In some cases, you can register for one of our Programs with that organisation, and that organisation will, as a result of your action, pass Personal Information about you to us so that we can register you for one of our Programs. The information passed to us will be disclosed to you by that organisation when you register for one of our Programs through that organisation.

What type of information is created when you use our programs?

1. When you use our Programs, we record certain information automatically, for example the manufacturing ID and operation system of the tablet you are using, the time and date at which you access our Programs, and an estimate of your geographical location.
2. When you use our Programs, we record actions you have taken in our Programs, for example what buttons you click; events that occur, for example when you start a training exercise; and your usage, progress, and performance data.

How do we get and store information about you?

1. Our website uses “Cookies” and other standard web technology to enable our Programs to work. 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). We set a persistent Cookie on your computer, so you don't have to log in to the TALI Web Portal each time you visit. Most web browsers accept Cookies by default, but allow users to reject Cookies by changing the browser preferences. If you have set up your browser to reject Cookies, our Programs will not work properly. In addition, our Programs may cause Cookies from third party sites or applications to be saved on your browser or device. Our Privacy Policy does not cover these third-party Cookies since we do not have any control over them.
2. Our Programs on tablets store information about you on your tablet.
3. Our Programs store information about you on computer servers and databases managed by us and hosted by several third-party companies.

How do we use information about you?

1. We use your Personal Information to provide our service to you, to personalise your experience with our Programs, to improve our Programs, and to secure your Account.
2. We may use your Personal Information to send you transactional emails (such as a password reset), informational emails (such as a newsletter), and promotional emails (such as a special offer).
3. We may create Anonymous Information from your Personal Information, for example by making a copy of your Training Data that is not linked to your Personal Information. We reserve the right to use and disclose Anonymous Information at our discretion.
4. We may use Anonymous Information to conduct scientific studies, and we may publish the results, for example at scientific conferences or in research journals. We do not use Personal Information in such work, nor do we disclose Personal Information in the conduct of such work.

How do we disclose information about you?

Except as otherwise stated in this Privacy Policy, we do not trade, rent, or share your Personal Information with third parties, unless you ask or authorise us to do so.

1. We work with certain organisations (“Groups”), such as healthcare clinics (occupational therapists, speech pathologists, psychologists, neurologists and psychiatrists), hospitals, schools, and scientific organisations who provide our Programs to and directly supervise the use of our Programs by their members, such as patients, students, and research study participants. If your access to our Programs has been provided by a Group, or if at your request we added you to a Group, then your personal information may be shared with that Group so that they can offer their services to you. The privacy policies of these Groups may apply to the use and disclosure of your Personal Information that we collect and disclose to such Groups. Because we do not control the privacy practices of Groups, you should read and understand their privacy policies. You can contact us at info@talihealth.com.au to identify any Groups that you are a member of, and who, as a result, has access to your Personal Information. At your request, we will remove you from any Group that you are a member of; however, this may mean that you will no longer have access to our Programs as a result of your membership in the Group and that if you wish to continue to have access to our Programs you will need to purchase a personal subscription.

2. We may provide your Personal Information to third party service providers who work on behalf of or with us to provide functionality and support to our Programs, such as email services and web analytics services. These service providers are obligated to use your Personal Information only to provide services to us and not to disclose your Personal Information (except pursuant to a legal requirement such as a warrant).
3. We may share some or all of your Personal Information with any parent company, subsidiaries, joint ventures, or other companies under common control, in which case we will require them to honour this Privacy Policy.
4. We may share some or all of your Personal Information in connection with or during negotiation of any merger, financing, acquisition or dissolution transaction or proceeding involving sale, transfer, divestiture, or disclosure of all or a portion of our business or assets. In the event of an insolvency, bankruptcy, or receivership, Personal Information may also be transferred as a business asset. If another company acquires our company, business, or assets, that company will possess the Personal Information collected by us and will assume the rights and obligations regarding your Personal Information as described in this Privacy Policy.
5. We may be required by law, or by law enforcement officers acting under the colour of law, to record some or all of your communications on or through the Programs. We may, and you hereby authorise us to, disclose your Personal Information (including your Account information) and your communications through the Programs, if required by law or by law enforcement officers acting under the colour of law, or if we believe in good faith that disclosure is necessary to: (a) comply with relevant laws or to respond to warrants served on us; (b) to protect and defend the rights, property or safety of us, other users, or you; or (c) to investigate any violation or potential violation of the law, this Privacy Policy, the Terms and Conditions, or any other agreements between you and TALI Health.

Your choices regarding your personal information

We offer you choices regarding the collection, use, and sharing of your Personal Information.

1. You can manage your email preferences, indicating that you want or do not want to receive informational emails (such as a newsletter), or promotional emails (such as a special offer) by contacting us at info@talihealth.com.au or unsubscribing via the unsubscribe link on all emails. As long as you have an active Account with us, you will receive transactional emails (such as a password reset, or notices of material changes to our Terms and Conditions or this Privacy Policy).
2. You can update any of your Personal Information, via the TALI Health Web Portal (if you are an Organisation), through an organisation you are a member of or by contacting us.
3. You can manage your browser's Cookies using the tools your browser provides; however, this may impact how our Programs work. You can opt-out of third-party vendor's use of application local storage and cookies.

You may change the information you submitted for your Account either in the Programs or by us at info@talihealth.com.au. You may request deletion of your Personal Information by us, but please note that we may be required (by law or otherwise) to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request, only after we have fulfilled such requirements). When we delete Personal Information, it will be deleted from the active database, but may remain in our archives. When we delete your Personal Information, we will retain your Training Data as Anonymous Information that is no longer linked to your deleted Personal Information

Third Party Websites, Products, Services, Content, and Links

Please be aware that the terms of our Privacy Policy do not apply to third party websites, products, services, or content or to links provided for the foregoing on our Sites or Programs. Third party providers of such third-party websites, products, services, or content, may collect (via tracking technologies like Cookies or web beacons) and use information regarding your interaction with the third-party website, product, service, or content that they deliver and with which you interact.

Security

We take considerable efforts to protect your Personal Information, but no company, including TALI Health, can fully eliminate security risks connected to handling information on the internet.

YOU ACKNOWLEDGE THAT SECURITY SAFEGUARDS, BY THEIR NATURE, ARE CAPABLE OF CIRCUMVENTION AND TALI HEALTH DOES NOT AND CANNOT GUARANTEE THAT YOUR PERSONAL INFORMATION WILL NOT BE ACCESSED BY UNAUTHORISED PERSONS CAPABLE OF OVERCOMING SUCH SAFEGUARDS. IN PARTICULAR, OUR PROGRAMS MAY BE USED TO ACCESS AND TRANSFER INFORMATION, INCLUDING YOUR PERSONAL INFORMATION, OVER THE INTERNET. YOU ACKNOWLEDGE AND AGREE THAT TALI HEALTH DOES 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 SITES, PROGRAMS, OR YOUR PERSONAL INFORMATION.

Furthermore, we cannot be responsible for any of your Personal Information that you release on your own, or that you request or authorise us to release.

Amendment

This Privacy Policy may be amended TALI Health from time to time. If we make material changes to this Privacy Policy, we will notify you by posting the revised Privacy Policy on our Sites or notifying you at your primary email address (if any, as specified in your Account information). You are responsible at all times for updating your Account to provide to us your most current e-mail address. If the last e-mail address that you have provided to us is not valid, or for any reason is not capable of delivering to you the notice described above, our dispatch of the e-mail containing such notice will nonetheless constitute effective notice of the changes described in the notice. Any changes to this Privacy Policy will be effective immediately for new users of our Programs; otherwise these changes will be effective sixty (60) calendar days following our dispatch of an e-mail notice to you. Your continued use of our Programs sixty (60) calendar days after the changes are first notified by TALI Health as described above will constitute your agreement to such changes. If you object to any change, your sole recourse shall be to immediately terminate your Account and cease using the Programs. Except as otherwise provided in this Section, no amendment to this Privacy Policy will be valid.

TALI Health contact information

If you have any questions about this Privacy Policy, please contact us by e-mail at info@talihealth.com, by phone at 1300 082 013 or by writing to us at TALI Health, Suite 2, Ground Floor, 1 Crescent Road, Glen Iris, VIC, 3146, Australia in each case marking the message "Attention: Privacy Policy." We will respond to your requests within 30 working days after the request is received.