

Privacy Policy

Poseidon Health Pty Ltd

Suite 3, Level 6, 443 Little Collins Street, Melbourne VIC

Effective Date: 15/03/2024

Last Updated: 15/03/2024

1. Introduction

Poseidon Health Pty Ltd ("**Poseidon Health**," "we," "us," or "our") is committed to safeguarding your privacy. This Privacy Policy details how we collect, use, disclose, and protect your personal information when you use our **health technology software-as-a-service (SaaS) platform**, which is hosted on the **AWS cloud** and utilizes **API connectivity**.

By accessing or using our services, you acknowledge and consent to the practices described in this Privacy Policy.

2. Information We Collect

We collect various types of personal and health-related information, categorized as follows:

2.1 Information You Provide

- Name, email address, phone number, and professional details (e.g., healthcare provider credentials)
- Account credentials (username and password)
- Payment and billing information (if applicable)
- Support requests and user feedback

2.2 Information Collected Automatically

- IP address, device details, and browser type
- Platform usage data, including access logs and interactions
- Cookies and tracking technologies (subject to user consent)

2.3 Health and Sensitive Information

- If you are a healthcare provider, we may process **patient data** uploaded or connected via API, in compliance with relevant laws.
 - If you are a patient accessing services through a provider, your **health information** is processed strictly for service functionality.
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3. How We Use Your Information

We use your personal information for the following purposes:

- **Service Delivery:** To provide and maintain our SaaS platform and API-based healthcare solutions

- **Regulatory Compliance:** To meet legal obligations (e.g., Australian Privacy Act, GDPR, HIPAA where applicable)
- **Platform Improvement:** To enhance service functionality, diagnostics, analytics, and security measures
- **Communication:** To respond to inquiries, provide customer support, and send important updates
- **Billing & Payments:** To process transactions securely (if applicable)

We do **not** use your personal data for marketing without your explicit consent.

4. How We Share Your Information

We **do not sell** personal data. However, we may share information in the following cases:

- **Third-Party Service Providers:** We engage trusted vendors (e.g., AWS for cloud hosting, payment processors) to process data securely on our behalf.
 - **Legal & Regulatory Compliance:** If required by law, regulation, or court order.
 - **Business Transactions:** In the event of mergers, acquisitions, or asset transfers, data may be shared under strict confidentiality safeguards.
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5. Data Storage & Security

- Data is securely stored in the **AWS cloud**, utilizing industry-standard **encryption** and **access controls**.
 - We implement **multi-factor authentication (MFA)**, firewalls, and intrusion detection systems to enhance security.
 - Personal health information is managed with **role-based access** to ensure confidentiality.
 - **Data Retention:** We retain personal data only as long as necessary for service delivery and compliance with legal requirements.
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6. International Data Transfers

If you access our services from outside Australia, your data may be stored or processed in other jurisdictions, including the **United States and the European Union**. We implement appropriate safeguards for **cross-border data transfers**, such as **Standard Contractual Clauses (SCCs)** where required.

7. Your Privacy Rights

Depending on applicable laws in your jurisdiction, you may have the right to:

- **Access, update, or delete your personal information**
- **Request a copy of your data** (data portability)
- **Restrict or object to certain types of processing**
- **Withdraw consent for data processing** (where applicable)

To exercise your rights, contact us at admin@poseidon-health.com.au.

8. Cookies & Tracking Technologies

We use **cookies and analytics tools** to enhance user experience. You can manage your cookie preferences via your browser settings.

9. Third-Party Links

Our platform may include links to third-party services. We are not responsible for the privacy policies or practices of these external entities.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any significant changes will be communicated via our platform or email notifications.


11. Contact Us

For questions about this policy or your data privacy rights, please contact us:

 **Poseidon Health Pty Ltd**

Suite 3, Level 6, 443 Little Collins Street, Melbourne VIC

 admin@poseidon-health.com.au

 **0481 345 112**
