



Monkey Software Privacy Policy

Updated 30/09/2025

Monkey Software Pty Ltd (ACN 134 112 351) (**we, us and our**) is committed to protecting the privacy of our users. This Privacy Policy describes how we collect, use, and disclose information about our users. By using our software, you agree to the terms of this Privacy Policy.

We are bound by the Australian Privacy Principles in the *Privacy Act 1998* (Cth) (**the Privacy Act**) as well as other applicable laws protecting privacy.

Collection of Information

We collect your name, identifying information such as date of birth, contact details, billing information, sensitive information such as health information (with your consent, or where otherwise permitted by law), and personal information about family members or guardians when you consult a health care provider who uses our products or services, in order to provide support to that health care provider, or to process orders placed on your behalf. Orders are processed on servers based in Australia. If you choose not to provide certain personal information to us, we may not be able to provide you with the services you require.

We also collect personal information about individuals who are, or are employed by, our suppliers (including service and content providers), contractors, dealers, related companies, agents and corporate customers. Where required by law, we will state why we are collecting personal information when we collect it and how we plan to use it, or these things will be obvious when we collect the information.

We may also collect information about your usage of our software, such as the pages you visit and the actions you take while using our software. This information may be collected through the use of cookies, which are small text files that are stored on your device. You can set your browser to refuse cookies or to alert you when cookies are being sent, although some features of our software may not function properly without them.

Where lawful and practicable, you may choose to interact with us anonymously or by using a pseudonym. However, in many cases it will not be possible for us to provide our services without collecting personal information.

Use of Information

We use the information we collect to provide and improve our software. We may also use your information to communicate with you about our software or to send you marketing communications that we believe may be of interest to you.

To the extent that we receive any sensitive or health information, we will only use this for the purpose for which it was collected (such as providing services to health care providers, supporting

clinical care, or processing orders) unless you consent to another use, or an exception under the Privacy Act applies.

We will not use your sensitive information for direct marketing without your consent. **Disclosure of Information**

We do not share your personal information with third parties, except as described in this Privacy Policy. We may share your information with our service providers, who assist us in providing and improving our software. Some of these service providers may be located outside Australia, in which case we will take reasonable steps to ensure that any overseas recipients comply with the APPs or are otherwise subject to laws that protect your information in a substantially similar way. We may also share your information if required by law or to protect our rights or the rights of others.

Where we disclose health information, we will do so only with consent or as otherwise permitted by the Privacy Act (for example, where required by law, where necessary for public health and safety, or where disclosure is necessary to a health service provider for continuity of care).

If health information is stored with or processed by third-party providers (including cloud hosting services), we will take reasonable steps to ensure those providers comply with strict confidentiality and security obligations. If they are located overseas, we will also take steps to ensure compliance with the APPs, or otherwise ensure comparable protections are in place.

Access and correction

We will provide you with access to most personal information that we have about you, but sometimes that will not be possible, in which case we will tell you why. If you would like to access your information or to find out what information we have about you please contact our Privacy Officer at the contact details given below.

When you request access, we may need to take measures to verify your identity. If you think that any personal information we hold about you is not accurate, complete or up-to-date, you may request us to correct that information. We will take reasonable steps to correct such personal information unless we disagree with you about whether the information is accurate, complete and up-to-date.

Security of Information

We take reasonable measures to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

If we become aware of an eligible data breach (as defined in the Privacy Act), we will notify affected individuals and the Office of the Australian Information Commissioner (**OAIC**) in accordance with our legal obligations.

Your Choices

You may choose to opt-out of receiving marketing communications from us by following the instructions in the communication or by contacting us at support@monkeysoftware.com.au. Please note that even if you opt-out of receiving marketing communications, we may still communicate with you about our software or other matters related to your use of our software.

Complaints

If you have any concerns or complaints about how we have handled your personal information, please contact our Privacy Officer in the first instance. We will respond to your complaint in a reasonable timeframe. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) (www.oaic.gov.au).

Updates to this Privacy Policy

We may update this Privacy Policy from time to time. If we make any material changes, we will notify you by email or by posting a notice on our website prior to the change becoming effective. Your continued use of our software after the effective date of the revised Privacy Policy constitutes your acceptance of the revised Privacy Policy.

Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at 1300 650 295 or NZ 0800 666 539 or email support@monkeysoftware.com.au.