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SOFTWARE

Monkey Software Privacy Policy
Updated 02/05/2023

Monkey Software Pty Ltd (ACN 134 112 351) (Monkey Software) 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.

Monkey Software is bound by the National Privacy Principles in the Privacy Act 1998 (Cth) (the Privacy Act) as well as other applicable laws protecting privacy. Where appropriate Monkey Software will handle personal information relying on the employee records exemption and the related bodies corporate exemption on the Privacy Act.

Collection of Information

We collect your name, identifying information such as date of birth, contact details, billing information, health information 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.

Monkey Software also collects 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. Generally, if appropriate, 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.

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.

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. We may also share your information if required by law or to protect our rights or the rights of others.

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.

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.

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.