



SECOND SKIN PRIVACY POLICY FOR NEW ZEALAND

1. Who we are

Second Skin Pty Ltd (ACN 009350467) ("Second Skin", "we", "us", "our") is a limited company incorporated in Australia. We provide clinical services in New Zealand through health care professionals such as therapists.

This statement describes how we collect, use, and disclose any information that identifies you (your "personal information").

We are committed to respecting and upholding your rights to privacy protection under the information privacy principles of the New Zealand Privacy Act 2020, the New Zealand Health Information Privacy Code 2020, and the Australian Privacy Principles contained in the Australian Privacy Act 1988 (as amended 2014).

When we disclose your personal information to a third party in accordance with this statement, that third party will be responsible for its own compliance with applicable information privacy principles in relation to such personal information.

2. What personal information about you do we hold?

While providing services to you, we may collect, use, and disclose your personal information. This may include personal information collected from the following sources:

- information you have provided to us;
- information about you that you have authorised us to collect from third parties (such as your next of kin, carers, guardians, doctors, therapists, and hospital); and
- information about you that we generate while providing services to you.

You do not have to provide us with your personal information or authorise us to collect your personal information from third parties, however, this may affect the services we can provide to you.

If you provide us with any personal information about any other person, you confirm that you are authorised by the individual concerned to provide such personal information to us for our intended use and that you have informed them of their right to access and request correction of their personal information.

This personal information may include:

Personal details (such as name, address, telephone number(s), e-mail address and other contact details, age, gender, date of birth);

Family, lifestyle, and social circumstances (such as details of your next of kin, carers, and other household members and your marital status);

Financial details (such as how you are going to pay for services, we are providing to you, including the existence of any fundraising efforts, health or medical insurance to pay for the services we are providing to you);

Professional details (such as your occupation);

Your medical professionals (such as your general practitioner and your treating specialists / therapists);

Insurance details (such as whether you are covered by medical or health insurance, your policy number and authorisation number);

Health Information including

- Information about any medical condition you may have which is relevant to our service;
- What you and your doctors, therapists, nursing staff, medical practitioners, rehabilitation providers and other professionals hope to achieve through the services we are providing to you; and
- Photographs or videos of your injury or disability (see below).

We will only collect health information where it is necessary for providing services to you.

Photographs or videos of you taken at the time of your appointment(s) with us, or sent to us by your doctor/therapist or other healthcare professional, including photographs and/or videos that show your injury or disability with or without clothing coverage; and

Transaction records associated with services we have provided to you (such as what garments have been provided in the past, how many garments have been provided, how these were paid for, invoice details for services we have provided to you, details of any special rates or discounts that have been applied).

Second Skin seeks to destroy or de-identify personal information, in a manner that preserves your privacy, after its legal obligations to retain the information have expired.

3. What do we do with your personal information?

We may use personal information about you:

- to provide and manage the treatment and care we provide to you, including anything to do with any garment or splint we provide to you;
- to assist with any calls or enquiries you make to us;
- for our internal administrative requirements;
- to provide information to, and to assist, your teachers, doctors, therapists, nursing staff, medical practitioners, rehabilitation providers and other professionals who provide treatment or care to you;
- to provide information about the services to you or your representative, or with your consent, your relatives, guardians, or other persons associated with you;
- to respond to personal information access requests from you;
- to plan the services we provide or intend to provide to you;
- for credit assessment (including assessment of your ability to meet your financial commitments);
- for recovering debt;
- to comply with any present or future law, rule, regulation, guidance, decision, or directive (including those concerning anti-terrorism, fraud, money laundering and anti-corruption);
- to establish, exercise or defend Second Skin's legal rights;
- to prevent or detect breaches of law, regulation, and our policies, and to apprehend and prosecute offenders, including in relation to the prevention of money laundering and fraud;
- to comply with demands and requests made by domestic and foreign regulators, governments and law prevention, detection, investigation and enforcement authorities (including crime, fraud investigation, enforcement and prevention, tax, social or labour authorities, customs authorities and any other authorities or official bodies), courts, tribunals, arbitrators, ombudsmen, mediators and dispute resolution bodies and their representatives;
- to obtain legal, accounting, and other professional advice;
- to obtain advice or provide a third party with information about our business in connection with any sale, merger, acquisition, disposal, joint venture, reorganisation, or similar change of our business;
- any other purpose authorised by you or permitted under applicable law, including the Privacy Act 1993 or the Health Information Privacy Code 1994; and
- any other purposes that are incidental to or connected with the foregoing purposes or otherwise during our legitimate business activity.

With your consent, we may also use your personal information for:

- Medico-legal reports to solicitors, legal counsel, etc.

With your consent we may also use your personal information for the purposes listed below (in relation to which, unless we inform you otherwise when we obtain your consent, we will take reasonable steps to anonymise):

- research and evaluation;
- to assist in providing practical education and training to Second Skin staff;
- to assist in providing practical education and training to third party medical practitioners; rehabilitation providers and health professionals; and
- marketing (such as in brochures or newsletters supplied to therapists and other medical practitioners).

4. Disclosures

Second Skin may, from time to time, disclose personal information about you to any of the following recipients or categories of recipients if we consider it necessary to do so for the purposes listed above or otherwise obtain your consent:

- teachers, doctors, therapists, nursing staff, medical practitioners, rehabilitation providers and other professionals (where requested by you or such health professional who have represented to us that they have obtained your consent to make such a request);
- any person that you request or permit us to keep informed of our activities in connection with you (such as your relatives, guardians, carers and other health professionals, solicitors, and other legal and professional advisors). **If you no longer wish us to share your personal information with any such person or to make a change, please contact us** (see "Contacting Us" at Item 10 below);
- you or your representative or, with your consent, your relatives, guardians, or other persons associated with you;
- to our third-party service providers and business associates (including their employees, directors, and officers) that we engage to provide services to us;
- any person in connection with any actual or proposed sale, merger, acquisition, disposal, reorganisation, joint venture, or similar change of our business;
- domestic or foreign regulators, government and law investigation, prevention, detection and/or enforcement authorities, including crime, fraud investigation, enforcement and prevention, tax, social or labour authorities, customs authorities and any other authorities or official bodies;
- domestic and foreign courts, tribunals, arbitrators, ombudsmen, mediators and other dispute resolution bodies and their representatives;
- professional advisers and auditors that we engage;
- professional and self-regulatory bodies; and
- credit reporting and debt recovery agencies.

I understand that credit reporting agencies may retain my personal information (including default information) and use it to provide their credit reporting services.

5. Cross-Border Transfers

Your personal information may be transferred to, and processed by, us, our sub-contractors, or agents in a country outside New Zealand. In particular, because we are a company based mainly in Australia, we will need to transfer your personal information to Australia so that we can provide the services to you.

We will ensure that any transfer to such a country complies with the requirements of applicable information privacy law, which includes putting in place appropriate measures to ensure an adequate level of protection for your personal information.

6. Storage and security

Second Skin stores personal information:

- a. contained in paper based and other hard copy documents in a dedicated storage facility located in our head office premises or regional offices, and
- b. contained in electronic records in a secure environment.

Such records are only accessible by those persons who require access to the personal information for the purposes set out above.

Second Skin does not store information about credit cards or other personal payment details.

7. Updating your information

It is important for us to maintain accurate records of your personal information. Please inform us of any changes to, or errors in, your personal information as soon as possible.

8. Openness and your rights

You have certain rights under New Zealand privacy law in respect to your personal information, including a right to access and to request correction of any personal information we hold about you. You may be charged a fee for this service.

If you require further information in relation to your rights under New Zealand privacy law you can visit the Office of the Privacy Commissioner website at www.privacy.org.nz.

9. Notification of changes

This statement represents our policy as at September 2021. We may change this statement from time to time. This may be for a number of reasons, including changes in the law, best practice, or our treatment of your personal information. We will inform you of any changes we make to this statement.

By continuing to receive services from us after such changes have been made, you are deemed to accept our updated privacy policy.

10. Contacting us

If you have any questions about this policy or any concerns regarding the treatment of your personal information by Second Skin, or if you would like to update or amend your personal information or exercise any of your rights under privacy law, please contact us using the details set out below:

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