

# Provida Privacy Policy for Practitioners

Last updated: 03/05/21

Provida Limited (we) complies with the New Zealand Privacy Act 2020 (the Act) when dealing with personal information. This policy sets out how we will collect, use, disclose and protect your personal information.

This policy does not limit or exclude any of your rights under the Act. If you wish to seek further information on the Act, see [www.privacy.org.nz](http://www.privacy.org.nz).

1. **Your privacy:** Provida Limited (“Provida”) is committed to ensuring the privacy of all Practitioners (“Practitioners”) information.
2. **Application:** This Privacy Policy applies to all personal information submitted by Practitioners on provida.nz (the “Application”) and any information that may be automatically retrieved through the use of the services Provida offers on the Application (the “Services”).
3. **Consent:** By accessing the Application and using the Services, all Practitioners consent to the collection, use, disclosure, storage and processing of their information in accordance with this Privacy Policy.
4. **Changes to Privacy Policy:** Our Services are dynamic, and we often introduce new features, which may require the collection of new information. If we collect materially different personal data or materially change how we use your data, we will notify you and may also modify this Privacy Policy. Provida may amend or update this Privacy Policy from time to time. If these changes impact upon privacy matters, we will provide notice to Practitioners. All Practitioners agree to be bound by the Privacy Policy that is in effect at the time they access the Application or use the Services.
5. **Profile:** You (and the Network Owner – see 6. below) control the information on your profile, such as your contact details, availability, facilities that you work from, your home location, your travel zone, skills, photo, and bio. Please go to your Settings to choose who can see your profile. Please do not post or add personal data to your profile that you would not want to be available to these audiences.
6. **Network Owner:** The Network Owner application role is assigned to individuals responsible for data quality in the Application. Users with this role may need to edit your profile in the interests of supporting users and ensuring data quality. Should the Practitioner disagree with changes made by the Network Owner, then the Practitioner should contact the Network Owner.
7. **Other information:** We may collect information about you from the publicly available information on your regulatory authority website e.g. Physiotherapy Board or Nurses Council.
8. **Use of information:** The personal information that Practitioners provide will only be used in relation to the Services offered by Provida, to communicate with Practitioners in relation to the Services or to co-operate with any government, industry or regulatory authorities. We may also use your personal information to: verify your identity; to improve the services and products that we provide to you; to respond to communications from you, including a complaint; to conduct research and statistical analysis (on an anonymised basis); to protect and/or enforce our legal

rights and interests, including defending any claim; for any other purpose authorised by you or the Act.

9. **Service Use:** We log your visits and use of our Services. We log usage data when you visit or otherwise use our Services. We use log-ins, cookies, device information and internet protocol (“IP”) addresses to identify you and log your use. We do this to understand how Practitioners use the Application, and to improve it.
10. **Cookies, Web Beacons and Other Similar Technologies:** We use cookies and similar technologies to recognize you and/or your device(s) to identify you to monitor your use of the Application. You can control cookies through your browser settings and other tools.
11. **Disclosure of information:** Unless expressly authorised to do so by the relevant Practitioner, Provida will not disclose any Practitioner’s personal information to any third party except where disclosure relates to the purposes for which the information was collected (as stated above).
12. **Access to and updates of information:** Practitioners may request at any time to see the personal information that Provida holds on its behalf or to correct or update any personal information (to the extent that Practitioners are unable to do so within the Application). Email us at [info@provida.nz](mailto:info@provida.nz).
13. **Storage of information:** Provida will securely store Practitioners personal information in New Zealand or Australian datacentres. Practitioners’ personal information may therefore be stored outside of New Zealand.
14. **Retention:** Provida will hold Practitioners personal information for as long as Provida is lawfully entitled to do so. We will remove all personal information held on a Practitioner on request.
15. **Internet use:** While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk. If you follow a link on our Application to another site, e.g. a regulatory authority such as the Medical Council, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site’s privacy policy before you provide personal information.
16. **Account security:** Practitioners are responsible for maintaining the security of their account and any passwords. Do not forward links sent to your email account from Provida to another person. Provida will not be liable for any loss or damage if a Practitioner fails to comply with this security obligation.
17. **Data Security:** We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. We implement security safeguards and access controls designed to protect your data, such as HTTPS and other forms of secure encryption. We regularly monitor our systems for possible vulnerabilities and attacks. However, we cannot warrant the security of any information that you send us. There is no guarantee that data may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.