



MEDICAL EDUCATION EXPERTS

Client Information Policy

Overview

Medical Education Experts (MEE) is committed to protecting the privacy and confidentiality of the information we collect from clients, contractors and visitors to our website in accordance with Commonwealth and State privacy law. Under these privacy laws, we are required to comply with a set of core privacy principles.

Purpose

The purpose of this policy is to outline the approach MEE takes to the collection, use, storage and disclosure of client information.

Scope

This policy applies to all MEE staff, contractors, clients and visitors to our website.

Policy

When you submit an enquiry, communicate with us, or send us an email, you're giving us information which we collect. That information may include your name, physical address, email address, phone number, and other demographic information. By giving us this information, you consent to your information being collected, used, disclosed, and stored by us.

Collection and Use

Client information is collected and used as follows:

1. To deliver quality services and to provide customer support.
2. To promote our services - if you use any of our services, and we think you could benefit from using another service we offer, we may send you an email to tell you about it.
3. To enhance the services we offer.
4. To communicate with you for informational reasons.
5. To invoice and collect money owed to us, including. This includes sending you emails, invoices, receipts, and reminders.
6. To send you informational and promotional content that you may choose (by opting in) to receive. If you no longer wish to receive our promotional emails, you can unsubscribe by following the unsubscribe instructions included in the email.
7. Clients have the option of remaining anonymous when completing evaluation forms or feedback surveys.

Storage and Disclosure

1. MEE ensures that all oral and written client information is kept in a confidential, secure environment and is protected from access and use by any unauthorised person.
2. Your information is not disclosed to any third party unless you have given written consent.
3. Your information is only disclosed to a third party for the primary purpose for which the information was collected.
4. Your information is not disclosed for secondary purposes unless our Medical Education Consultants are complying with any statutory reporting requirements, including the mandatory reporting requirements under the National Law.

Public Information and Third Parties

1. The MEE website includes social media features, like the Facebook Share button. These features may collect information about your IP address and which page you're visiting on our site, and they may set a cookie to ensure the feature functions properly. As social media features and widgets are hosted by a third party, your interactions with those features are governed by the privacy policies of the companies which provide them.
2. The MEE website includes links to other websites, whose privacy practices may differ from that of MEE. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to read the privacy policy of any website you visit.

Complaints

If you have a concern or issue in relation to how we collect, use, store or disclose your information please contact us and the complaint will be promptly addressed. Contact details:

Phone: 0409 289 212

Email: enquiries@mededexperts.com.au

Mail: PO Box 12, James Cook University Qld 4811