

# PRIVACY POLICY

## GENERAL

Fisher & Paykel Healthcare respects your concerns about privacy. Our Privacy Policy is intended to provide you with information regarding our use of information collected from users of any Fisher & Paykel Healthcare websites (hereinafter the "Website"). We reserve the right to change or otherwise update this Privacy Policy at any time. Such changes or updates are effective immediately after we give notice of the change or update, which we may do by posting on the Website, or by email or conventional mail, and/or by any other means that provide reasonable notice. Your use of the Website after such notice is posted means that you accept these changes or updates. You agree that Fisher & Paykel Healthcare shall not be liable to you for any damages that might result from any changes to the Privacy Policy, if any. We therefore recommend that you review this Privacy Policy regularly to ensure that you are familiar with our privacy practices. If at any time you have questions regarding this Privacy Policy, you may always contact a representative of Fisher & Paykel Healthcare by sending an email to [us-support@fphcare.assist.com](mailto:us-support@fphcare.assist.com)

## COLLECTION OF INFORMATION

We may request that you provide personal information, such as your name, email address, user login and other details. This information is voluntarily submitted by you to us. In this instance you must decide whether to provide us with the information requested. While you do not have to provide this information, a failure to do so may mean that we are unable to provide you with information or services from the Website.

Fisher & Paykel Healthcare also collects anonymous, non-personal, aggregate information, through the use of cookies, IP addresses and web beacons.

An IP address is a number that is automatically assigned to your computer and is automatically identified to the Fisher & Paykel Healthcare web server when you visit our website.

A cookie is a small data file that a website transfers to online users' hard drives to remember service settings. Cookies do not personally identify users of the Website and we do not link non-personal information from cookies to personal information. Cookies allow us to gather the following information: the date and time of your visit, the duration of your visit, the pages you visit, the domain name from which you access the internet and the referring address you linked from. This process makes subsequent visits to the Website easier and more efficient. The use of cookies is an industry standard and they are used by most major web sites.

You can set your browser to notify you when you receive a cookie, and to decline or accept it. If you decline cookies on the Website, certain of the functions and conveniences of the Website may not work properly, but you do not have to accept cookies to productively use the Website.

A web beacon is a small transparent graphic image that gathers non-personal aggregate information about visitors' usage of the Website that assists in the administration of the Website.

## USE AND DISCLOSURE OF YOUR INFORMATION

Fisher & Paykel Healthcare will only use personal information for the purpose for which it was collected or as otherwise permitted by law.

We may use or disclose information about you to the extent: a) indicated to you at the time of supply of the information to us; b) required to provide you with a service or goods which you have requested; c) required for the ordinary operation of our website or business; d) expressly permitted under any agreement with you; e) required by law; f) in a manner that does not permit identification of the information as relating to you; or g) to lessen a serious threat to a person's health or safety.

## DISCLOSURE TO THIRD PARTIES

We will not provide personal information about you to any third parties except: a) governmental authorities or regulatory bodies, where we are under a legal obligation to do so; b) third parties engaged by Fisher & Paykel Healthcare to provide services in connection with the uses of personal information about you defined above; or c) if it is otherwise required by law.

## CHILDREN'S PRIVACY

We are committed to protecting the privacy of children. You should be aware that this Website is not intended or designed to attract children under the age of thirteen (13). We do not collect personally identifiable information from any person we actually know is a child under the age of thirteen (13).

## STORAGE AND SECURITY

Fisher & Paykel Healthcare will take reasonable, appropriate steps to keep secure any information which we hold about you, and to keep this information accurate and up to date.

While we will endeavour to take all reasonable, appropriate steps to keep secure any information which we hold about you and prevent unauthorized access, you acknowledge that the internet is inherently insecure and that we cannot provide any absolute assurance regarding the security of your personal information. Fisher & Paykel Healthcare will not be liable in any way in relation to any breach of security or unintended loss or disclosure of information due to the website being linked to the internet.

## ACCESS TO YOUR PERSONAL INFORMATION

If we hold personal information about you, you are able to access, change and update your personal information at any time. If you wish to do this, please contact us at [us-support@fphcare.assist.com](mailto:us-support@fphcare.assist.com)

## LINKS TO NON-FISHER & PAYKEL HEALTHCARE SITES

The Website contains numerous links to other websites. Fisher & Paykel Healthcare takes no responsibility for the privacy practices of such other websites. You should consult the privacy policies of each linked website in order to determine whether the site adheres to a similar privacy policy as Fisher & Paykel Healthcare.

## USE SIGNIFIES ACCEPTANCE

Your use of the Website signifies that you agree to the terms of this Privacy Policy.

## GOVERNING LAW

The Website and its use (including the Privacy Policy) are governed by the laws of New Zealand.

This Privacy Policy was last updated by Fisher & Paykel Healthcare Limited on 28 March 2013.

ISW011-1.0