

PRIVACY POLICY

Ficus Bridge Pty Ltd

1. About this policy

Ficus Bridge Pty Ltd ("FicusBridge", "we", "us", "our") provides software and advisory services to residential aged care providers in Australia. We are committed to protecting personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy explains what personal information we collect, how we collect and use it, who we share it with, and how you can access, correct, or raise concerns about your personal information.

If your personal information is held by an aged care provider that uses the FicusBridge platform, and you want to know how that provider handles your information, please contact that provider directly. They are responsible for their own collection and use of your information. This policy covers FicusBridge's own handling of personal information, including where we process information on a provider's behalf.

2. The kinds of personal information we collect and hold

The personal information we collect depends on how you interact with FicusBridge:

Platform users (aged care provider staff)

- Name, work email address, and role or job title.
- Login and access records (e.g. which facilities or organisation you are associated with).

Resident and care information (processed on behalf of client organisations)

In the course of providing our services, FicusBridge may be given access to care management systems containing resident-level information which can include health and care-minute data. We process this information solely on behalf of, and under contract with, the relevant aged care provider, who remains responsible for that information as the primary collector. Our handling of this information is governed by our Data Security & Confidentiality Statement, a copy of which is available to client organisations and on request.

Website visitors and enquiries

- Name, email address, and any other details you provide when making an enquiry or contacting us.
- Basic website usage information (such as pages visited), where analytics are enabled.

Job applicants and personnel

- Information provided during recruitment or engagement, such as your name, contact details, and CV.

3. How we collect personal information

- Directly from you. For example, when your employer sets up your platform account, or when you contact us directly.
- From the aged care provider that engages us, in the course of delivering our contracted services.
- Automatically, through standard website and application technologies (e.g. cookies, log files), limited to what is needed to operate and secure our services.

4. Why we collect, use, and disclose personal information

- To provide, operate, and support the FicusBridge platform and advisory services.
- To manage user accounts and access on behalf of client organisations.
- To communicate with you about our services, including support and account-related matters.
- To meet our legal, regulatory, and contractual obligations.
- For recruitment, where information is provided for that purpose.

We do not use personal information for secondary purposes, such as marketing, without consent, and we do not sell personal information.

5. Disclosure to overseas recipients

FicusBridge's production systems (application and any resident or care information accessed through it) are hosted in Australia (AWS Asia Pacific – Sydney).

We also use a small number of specialist third-party tools to operate our business and support the platform, some of which store or process limited personal information in the United States. These tools fall into the following categories:

- Application monitoring - to detect and diagnose technical errors.
- Product analytics - to understand how the platform is used and improve it.
- Feature management - to safely roll out and control platform features.
- Operational alerting and monitoring - to detect outages and notify our on-call team.

The personal information involved is generally limited to user account details (such as name, email, and role) and, for our internal alerting tools, the contact details of FicusBridge on-call staff. These tools do not receive resident-level care data.

Where personal information is disclosed to an overseas recipient, we take reasonable steps to ensure it is handled consistently with the Australian Privacy Principles.

6. Data quality and security

We take reasonable steps to keep personal information accurate, up to date, and secure, and to destroy or de-identify it when it is no longer needed. Our technical and organisational security measures are set out in our internal information security policies, available on request.

7. Access and correction

You may request access to, or correction of, personal information we hold about you by contacting us using the details in Section 10. We will respond within a reasonable timeframe. If your information is held by an aged care provider using our platform, we may need to direct your request to that provider.

8. Changes to this policy

We may update this policy from time to time to reflect changes in our practices or legal requirements. The current version will always be available at [ficusbridge.com](https://www.ficusbridge.com).

9. Complaints

If you have a concern about how we have handled your personal information, please contact us using the details below. We will investigate and respond within a reasonable timeframe. If you are not satisfied with our response, you may raise your concern with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Contact us

For any questions about this policy or your personal information, contact us at support@ficusbridge.com