

Website Privacy Policy (AU & NZ)



Document Name	MediMap Website Privacy Policy AU & NZ
Version	1.0
Effective Date	September 2025
Applies To	All MediMap Customers in AU and NZ
Prepared By	MediMap Support
Approved By	Head of Product & Delivery

MediMap Limited (“MediMap”, “we”, “us”, “our”) is committed to protecting your privacy. This policy explains how we collect, use, disclose, and protect personal information when you visit our websites <https://medimap.co.nz> and <https://medimap.com.au> (the “Websites”).

We comply with applicable privacy laws, including:

- In New Zealand: the Privacy Act 2020 and the Health Information Privacy Code 2020.
- In Australia: The Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Information We Collect

When you use our websites, we may collect:

- **Information you provide** such as your name, email address, phone number, and any other details you submit via forms (e.g. enquiries, demo requests).
- **Technical information:** such as your IP address, browser type, operating system, referral source, and pages viewed.
- **Cookies and tracking technologies:** to distinguish you from other users, improve site functionality, and analyse usage. See Section 4 for details.

We do not collect health or sensitive personal information through the Websites.

2. How We Use Your Information

We may use the information collected to:

- Respond to enquiries, demo requests, or support requests.
- Improve our websites and user experience.
- Provide updates about our products and services (where you have opted in).

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- Meet our legal and regulatory obligations.

3. Disclosure of Your Information

We may share your personal information with:

- Our service providers (such as website hosting, analytics, and IT support) who help us operate our websites.
- Regulatory or law enforcement agencies, if required by law.
- In the event of a business transaction (such as a merger or acquisition), where personal information may be transferred as part of the business assets.

We will never sell your personal information to third parties.

4. Cookies and Tracking

Our websites use cookies and similar technologies to:

- Enable core functionality.
- Analyse how visitors use the site.
- Remember your preferences.

You can control or block cookies through your browser settings. However, disabling cookies may affect site functionality.

5. Storage and Security

We store personal information securely and take reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification, or disclosure.

Data collected through our websites is stored in secure servers located in New Zealand and Australia, or in cloud services subject to contractual safeguards.

6. Overseas Disclosure

While our primary data storage is in New Zealand and Australia, some service providers may store or process data overseas. Where this occurs, we take steps to ensure your information remains protected in line with applicable privacy laws.

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7. Your Rights

You have rights to:

- Access the personal information we hold about you.
- Request correction if that information is inaccurate or incomplete.
- Withdraw consent for receiving marketing communications at any time.

For NZ residents, you also have rights under the Health Information Privacy Code if health-related data is collected (though not typically collected via the Websites).

Requests can be made by contacting us (see Section 9).

8. Third-Party Links

Our websites may contain links to third-party sites. We are not responsible for the privacy practices of those sites. We encourage you to read their privacy policies.

9. Contact Us

If you have questions or concerns about this Privacy Policy, or wish to exercise your rights, please contact us.

Email: support@medimap.health

10. Updates to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date. Please review it periodically for changes.