

## Privacy Policy

### Nurselink.co.nz

#### 1. Our Commitment to Your Privacy

1.1. Nurselink respects your privacy and is committed to protecting the personal information of our users, including nurses, healthcare professionals, healthcare organisations, and visitors to our website and platform.

1.2. Nurselink complies with applicable privacy legislation including:

- The **Privacy Act 2020** (New Zealand)
- The **Privacy Act 1988**, including the **Australian Privacy Principles** (Australia)

1.3. Where applicable, Nurselink also follows relevant international privacy standards including the **General Data Protection Regulation** (GDPR).

1.4. This Privacy Policy outlines how we collect, use, store, and protect your personal information.

1.5. “Personal Information” refers to information that identifies or could reasonably identify an individual.

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#### 2. Collection of Personal Information

2.1. Nurselink may collect personal information when you:

- Create an account on our platform
- Register as a nurse or healthcare professional
- Register a healthcare organisation or facility
- Apply for roles or staffing opportunities
- Contact us or submit enquiries
- Use services provided through the Nurselink platform

2.2. Personal information collected may include, but is not limited to:

- Full name
- Date of birth
- Contact information (email address, phone number, address)
- Professional registration numbers and credentials
- Employment history and qualifications
- Identification and verification documents
- Healthcare professional licensing information
- Availability, work preferences, and staffing requirements
- Payment or financial information where necessary
- Communications with Nurselink
- Feedback, surveys, and platform usage information

2.3. Additional information may be collected when you:

- Update your account profile
- Participate in surveys or feedback requests
- Contact customer support
- Engage with healthcare organisations or professionals through the platform

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### **3. How We Collect Personal Information**

3.1. Nurselink collects personal information through a variety of methods including when you:

- Register or update your account
- Interact with our website or platform

- Communicate with our support team
- Engage with other users through the platform

3.2. In some cases, we may receive personal information from third parties such as:

- Credential verification providers
- Professional registration bodies
- Healthcare organisations
- Recruitment partners

3.3. Where personal information is received from third parties, Nurselink will manage and protect that information in accordance with this Privacy Policy.

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#### **4. How We Use Personal Information**

4.1. Nurselink collects and uses personal information only where:

- You have provided consent
- It is necessary to provide services through the Nurselink platform
- There is a legitimate business purpose
- Disclosure is required to fulfil contractual obligations

4.2. We may use personal information to:

- Connect healthcare professionals with healthcare organisations
- Facilitate staffing and workforce management
- Verify qualifications and professional registrations
- Provide customer support and technical assistance
- Improve the functionality and user experience of the platform
- Send service notifications, updates, or relevant opportunities

4.3. We may also analyse non-identifiable aggregated data to improve our services and platform functionality.

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## **5. Disclosure of Personal Information**

5.1. Nurselink may disclose personal information to:

- Authorised employees and contractors
- Healthcare organisations using the platform
- Professional advisers and service providers
- Technology providers and hosting services
- Payment processing providers

5.2. Personal information is only shared when reasonably necessary to deliver services through the Nurselink platform.

5.3. We may disclose personal information when required by law, including in response to:

- Court orders
- Legal proceedings
- Government or regulatory authorities

5.4. If Nurselink undergoes a merger, acquisition, or sale of business assets, personal information may be transferred as part of that transaction, subject to confidentiality obligations.

5.5. By providing personal information and using the platform, you consent to the types of disclosure described in this Privacy Policy.

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## **6. International Data Transfers**

6.1. Personal information collected by Nurselink may be stored or processed in countries outside New Zealand or Australia where our service providers operate.

6.2. These countries may include the United States or other jurisdictions where cloud hosting infrastructure is located.

6.3. Where international transfers occur, Nurselink will ensure appropriate safeguards are implemented to protect personal data in accordance with applicable privacy laws.

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## **7. Security of Personal Information**

7.1. Nurselink is committed to protecting personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

7.2. We implement reasonable security measures including:

- Secure data storage systems
- Encrypted data transmission
- Restricted access controls
- Regular security monitoring

7.3. While we take reasonable steps to protect personal information, the transmission of information via the internet is not completely secure, and users provide information at their own risk.

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## **8. Access and Correction of Personal Information**

8.1. Users may request access to the personal information that Nurselink holds about them.

8.2. Users may request corrections if their information is inaccurate, incomplete, or outdated.

8.3. Where applicable under privacy laws including the **Privacy Act 2020**, the **Privacy Act 1988**, and the **General Data Protection Regulation**, users may have rights including:

- Right to access personal data
- Right to correct or update information
- Right to request deletion of personal data
- Right to restrict processing
- Right to object to certain uses of data
- Right to request data portability
- Right not to be subject to automated decision making

8.4. Requests relating to personal data may be submitted by contacting us directly.

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## **9. Privacy Complaints**

9.1. If you have concerns about how Nurselink handles personal information, please contact us.

9.2. We take privacy concerns seriously and will investigate complaints promptly.

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## **10. Changes to This Privacy Policy**

10.1. Nurselink may update this Privacy Policy from time to time to reflect changes to our services, legal obligations, or technology.

10.2. Updated versions will be published on the Nurselink website and will take effect immediately upon publication.

## **11. Website Use**

### **11.1 Website Analytics**

When visiting the Nurselink website, we may collect technical information such as:

- Browser type
- Operating system
- IP address
- Pages visited
- Referral websites

This information is analysed in aggregated form to improve our website and services.

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### **11.2 Cookies**

Nurselink may use cookies to improve user experience and analyse website traffic.

Cookies help us:

- Recognise returning users
- Store user preferences
- Improve platform performance

Users can disable cookies through browser settings, though this may affect certain platform features.

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### **11.3 Third-Party Services**

Nurselink may use third-party services such as analytics tools or advertising platforms to improve our services and provide relevant information.

These services may also use cookies or similar technologies.

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#### **11.4 External Links**

Our platform may include links to third-party websites. Nurselink is not responsible for the privacy practices of external websites. Users are encouraged to review the privacy policies of any sites they visit.

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#### **12. Contact Us**

If you have questions about this Privacy Policy or how your personal information is handled, please contact:

**Nurselink Support**

Email: [support@nurselink.co.nz](mailto:support@nurselink.co.nz)