

Nurselink additional policies

Last Updated: 11th March 2026

1. Marketing Policies

Nurselink is committed to ethical and compliant marketing practices.

1.1. General Marketing Principles

- All marketing communications must be professional, accurate, and truthful.
- Marketing must not misrepresent the services, capabilities, or credentials of Nurselink or its users.
- All campaigns comply with applicable advertising and privacy laws in New Zealand and Australia.

1.2. Email and Digital Marketing

- Users may receive email communications, newsletters, or promotional messages only if they have opted in.
- Users can unsubscribe from marketing communications at any time using the link in the email or by contacting support@nurselink.co.nz.

1.3. Social Media and Content Marketing

- Content shared on social media must reflect NurseLink's professional standards.
- Any third-party endorsements or testimonials must be truthful and authorised by the individual providing them.

2. Email Disclaimer

Purpose: To limit liability for email communications sent by Nurselink.

Disclaimer Text:

This email and any attachments are confidential and intended solely for the use of the individual or organisation to whom they are addressed. If you are

not the intended recipient, please notify the sender immediately and delete this email.

Any opinions expressed in this email are those of the author and do not necessarily represent the views of Nurselink. Nurselink is not responsible for any loss, damage, or harm caused by reliance on information contained in this email.

Email communications may contain confidential or legally privileged information. Any unauthorised review, copying, distribution, or disclosure is strictly prohibited.

3. PCI DSS Compliance Policy

Purpose: To ensure secure handling of payment card data in compliance with the Payment Card Industry Data Security Standard (PCI DSS).

3.1. Scope

This policy applies to all payment processing and storage of credit/debit card data on the Nurselink platform.

3.2. Compliance Measures

- Payment card information is **processed through secure, PCI DSS-compliant third-party providers**, such as Stripe.
- Nurselink does **not store sensitive cardholder data** on its servers.
- All payment transactions use **encryption and secure network protocols (HTTPS, TLS)**.
- Access to payment systems is restricted to authorised personnel only.
- Regular monitoring, audits, and security assessments are conducted to maintain PCI DSS compliance.

3.3. Incident Response

In the event of a suspected data breach or compromise of cardholder information:

- The incident will be reported immediately to NurseLink's security team

and affected users.

- Relevant authorities, including payment providers and regulatory bodies, will be notified as required.
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4. Subscription & Refund Policy

Nurselink operates on a monthly subscription model to provide healthcare professionals and organisations with access to our platform and services. This policy explains how subscriptions, cancellations, and refunds are handled.

4.1. Subscription Terms

- Nurselink subscriptions are billed on a **recurring monthly basis**.
- The subscription fee grants access to the Nurselink platform, including:
 - Profile creation and visibility to other users
 - Access to staffing and workforce management tools
 - Platform support and updates

Subscription fees are **charged in advance** at the start of each billing cycle.

4.2. Cancellation of Subscriptions

- Users may cancel their subscription at any time through their account settings or by contacting support@nurselink.co.nz.
- Cancellation takes effect at the **end of the current billing period**. Users will continue to have access until the period they have paid for expires.
- Once cancelled, users will **not be charged for future billing cycles**.

4.3. Refunds

- Nurselink generally **does not provide refunds for subscriptions already billed**, except where required by applicable law or in cases where Nurselink is unable to provide access to the platform.
- Refunds may be considered in exceptional circumstances, such as:

- Technical issues preventing access to the platform for the entire billing period
- Errors in billing by Nurselink
- Requests for refunds must be submitted in writing to **support@nurselink.co.nz** and include details of the subscription and the reason for the request.
- Approved refunds will be processed to the **original payment method** within **10 business days**.

4.4. Pro-Rating

- Nurselink does not typically pro-rate monthly subscriptions. The subscription fee covers the **entire month**, regardless of the number of days used.
- In exceptional cases, pro-rating may be considered at the discretion of Nurselink, particularly in cases of technical platform failure.

4.5 Changes to Subscription Fees

- Nurselink may update subscription fees from time to time.
- Users will be notified of fee changes **in advance of the next billing cycle**.
- Continued use of the platform after a fee change constitutes acceptance of the new subscription fee.

5. Contact

For any questions regarding these policies, email:

support@nurselink.co.nz

Website: www.nurselink.co.nz