

Privacy Policy

Australian Privacy Act 1988 (Cth)

Opus 5K Pty Ltd (ABN 99 123 540 189)
Opus 5K Trading Pty Ltd (ABN 54 127 700 547)
Opus 5K International Pty Ltd (ABN 18 142 208 231)

(collectively, **Opus 5K**, **we**, **our** or **us**)

Last modified: 20 April 2026

This privacy policy sets out how we manage your personal information in accordance with the Privacy Act 1988 (Cth) (**Privacy Act**).

All references to “personal information”, “sensitive information” and “health information” in this privacy policy have the meanings given to these terms in the Privacy Act. Unless otherwise specified, all references to personal information in this privacy policy include sensitive information and health information and all references to sensitive information in this privacy policy include health information.

The specific types of personal information and sensitive information we hold about you, in large part, depend on the nature of your relationship with our clients, which include service providers in different industries such as healthcare, aged care and social or community services sectors or our potential clients in these areas (**Our Clients**). We may collect and hold personal information about you if you are an employee, a contractor or a service provider of Our Clients or contact us via our website or otherwise and we may hold personal information including sensitive information about you if you are a patient or a user of the services of Our Clients (**Customer**). For some specific services or where we collect additional personal information not detailed in this privacy policy, you will be provided with a separate Opus 5K privacy collection notice (**PCN**) for that service or collection. The PCN is to be read together with this privacy policy in relation to that service or collection.

In relation to the personal information we collect, you are not required to provide us with the requested personal information. However, if you choose not to provide us with your personal information, we may not be able to verify your identity and entitlement and/or access to our products or services (including the Support Portal), customise the content of our website, products or services, respond to your inquiry, address your requests or complaints or otherwise interact with you.

In relation to the personal information and any sensitive information Our Clients collect and we hold when they use our products or services as part of the data we hold for Our Clients (**Client Data**), please review the privacy policy and collection notices of the relevant service provider (i.e. Our Client). This privacy policy does not replace, add to or modify Our Clients’ privacy policies and collection notices in relation to the personal information they collect and hold about you. We are not responsible for, and make no representations or warranties in respect of, how Our Clients collect, use or disclose your personal information including when using our services.

Where you provide us with personal information about any individual including when using our services, you warrant that you have the authority of that individual to disclose such information and that you have referred that individual to this privacy policy and any relevant PCN regarding how we collect, use and disclose the personal information or for personal information that is part of Client Data how we hold the personal information.

Where you provide us with sensitive information about any individual including when using our services, you warrant that you have the consent of that individual to disclose such information and that you have referred that person to this privacy policy and any relevant PCN and they consent to us collecting, using and disclosing the sensitive information in accordance with this privacy policy and any relevant PCN until that consent is withdrawn by notifying us in writing (using the details set out in the section 13 “How to Contact Us” below) of the withdrawal of the consent to our processing of the sensitive information.

Our website may contain links to other websites which are operated by third parties. We are not responsible for, and make no representations or warranties in respect of, how such third parties

collect, use or disclose your personal information. Please refer to the privacy policies and collection notices of the relevant third party for their own privacy practices.

1. Types of personal information that we collect about you

We collect personal information of the employees, contractors or service providers of Our Clients and the types of personal information that we may collect about you are as follows:

- Name and contact details such as phone number and email address.
- Employment information such as your employer and position title.
- Information about your activities on and use of our websites and the Support Portal including a digital profile and your communication preferences.

We also collect the following types of personal information where you provide it to us, when you contact us using our website or otherwise:

- Name and contact details such as phone number and email address.
- Information about your activities on and use of our websites and the Support Portal including a digital profile and your communication preferences.
- The subject matter of your correspondence or call.

2. Types of personal information that we hold about you

As a hosting service provider for Our Clients, we hold (but do not collect) your personal information that Our Clients chose to use with and store in our services in the Client Data.

The types of personal information that we hold in the Client Data is entirely dependent on what Our Clients use our services for and what Client Data they use with or store in our services. While we hold this personal information under the Privacy Act on behalf of Our Clients, under our contracts with them its collection, use and disclosure is solely under the control of Our Clients and we cannot act in relation to it without their permission, unless required by law. As noted below, for individuals whose personal information is part of the Client Data that we hold as a hosting service provider, we recommend that you first contact your service provider (i.e. Our Client).

2.1 For employees, contractors and service providers of Our Clients

Subject to the above, the types of **personal information** that we may hold about you are as follows:

- Name and contact details such as phone number and email address.
- Employment information such as your employer and position title.

2.2 For Customers

The types of **personal information** that we may hold in the Client data about you are as follows:

- Name and contact details such as phone number and email address.
- Gender and date of birth.
- Government related identifiers such as Medicare number.
- Types of non-health related support services you receive and your instructions on the services.
- Emergency contact details, contact details of your family members and information about your guardian, legal representative or next of kin.
- Financial information such as bank account information, insurance details and details of payments to Our Clients in respect of their service to you.

The types of **sensitive information** that we may hold in the Client Data about you are as follows:

- If you are a Customer of a health service provider, because personal information collected by a health service provider is likely health information and thereby sensitive information, the types of personal information that we may hold in the Client Data about you is all that as listed above.
- Medical records, types of health or other health-related support services you receive and your instructions on these services.

3. How we collect your personal information

We may collect your personal information if you are an employee, a contractor or a service provider of Our Clients or where you contact us directly via our website or otherwise by the means noted below:

- Directly from you when you provide us with your personal information or as part of your interactions on our websites or our Support Portal when you email or telephone us.
- Indirectly from your employer when they provide us with your personal information on or as part of interactions of other employees of your employers on our websites or our Support Portal when you email or telephone us.
- Indirectly from event organisers if you participate in an industry event which we sponsor or also participate in.

4. How we come to hold your personal information

For individuals whose personal information is part of the Client Data, as noted in section 2 “Types of personal information that we hold about you” above, we hold but do not collect or use for our own purposes your personal or sensitive information.

We hold your personal and sensitive information as uploaded by Our Clients on the understanding that Our Clients have given you appropriate notification or obtained appropriate consent from you to do as required by law when they originally collect your personal and sensitive information from you. For their collection of your personal and sensitive information and their privacy practices, please refer to the privacy policy and collection notices of the relevant service provider (i.e. Our Client).

5. Why we collect your personal information

For employees, contractors or service providers of Our Clients and individuals who contact us directly whose personal information is collected by us, the purposes for which we collect, use and disclose your personal information include:

- To provide our products and services to Our Clients including customer support and technical support and facilitate billing and receipt of service payments.
- To administer your access to our products and services including the Support Portal.
- To maintain and improve our products and services, enhance user experiences and develop new products and services.
- To register interests in and promote our products or services.
- To respond to your queries, requests and complaints.
- As required or authorised by or under an Australian law or a court/tribunal order.

6. Why we hold your personal information

For individuals whose personal information is included in the Client Data, we hold your personal information including any sensitive information on behalf of Our Client to enable them to use our products and services including to obtain customer and technical support. As noted above, the

collection, use and disclosure of this personal information at all times remains under Our Clients' control.

7. Security of your personal information

We take reasonable steps in the circumstances to protect your personal information both that we (a) collect and hold and (b) hold from misuse, interference, loss and unauthorised access, modification or disclosure.

In addition, where we no longer need the personal information we collect and hold and subject to retention requirements by law or otherwise, we take reasonable steps in the circumstances to destroy the information or ensure that it is deidentified.

For individuals whose personal information is part of the Client Data, please refer to the privacy policies and collection notices of the relevant service provider (i.e. Our Client) for how they protect your personal information that they collect and hold about you.

8. Disclosure of personal information we collect about you

For employees, contractors or service providers of Our Clients and individuals who contact us directly whose personal information is collected and held by us, we may, for the purposes noted in section 5 "Why we collect your personal information" above, disclose your personal information to the following entities:

- Our contractors and third-party providers that provide customer relationship management, marketing, accounting, IT development, website hosting and analytics, app services, data storage or processing services or other support services for us.
- Our agents and business partners.
- As required or authorised by law.

Some of our contractors and third-party providers are located overseas in countries such as the US and we may need to disclose your personal information to them in those countries.

Before disclosing personal information overseas, we take reasonable steps in the circumstances to ensure that overseas recipients handle personal information consistently with the Australian Privacy Principles, including through contractual and information security safeguards, unless an exception under the Privacy Act applies.

9. Disclosure of the personal information we hold about you

For individuals whose personal information is part of the Client Data, as we are a hosting service provider for Our Clients, we are unable to disclose any of the Client Data including your personal and sensitive information in the Client Data. This personal information at all times remains under the control of Our Clients. Please refer to the privacy policy and collection notices of the relevant service provider (i.e. Our Client) for how they protect personal and sensitive information they collect and hold about you.

10. Direct Marketing

If you subscribe to our mailing list, or order through our website, we may use or disclose your personal information that we collect (but not any Client Data) for direct marketing purposes. We may include third party offers in marketing materials we send to you.

You will be able to opt-out of direct marketing at any time using the contact details in section 13 “How to contact us” below or through the unsubscribe link found in all marketing emails we send.

11. Access to and Correction of Your Personal Information

You have the right to request access to personal information that we collect and/or hold about you and can do so using the contact details set out in section 13 “How to contact us” below.

For individuals whose personal information is part of the Client Data that we hold as a hosting service provider, we recommend that you first request your service provider (i.e. Our Client) to access or correct your personal information. If they cannot assist you then please contact us using the details set out in section 13 “How to Contact Us” below. However, we note that we may not hold all of your personal information about you collected and held by Our Clients.

If you make an access request, we will ask you to verify your identity. Once we have verified your identity and subject to any applicable exceptions, we will provide you with the personal information about you that you have requested in accordance with the Privacy Act. If your personal information is part of the Client Data that we hold as a hosting service provider, we will need to refer your request to Our Client as we have limited rights to access the Client Data.

You also have the right to request the correction of your personal information that we collect and/or hold about you. If you believe that we hold incorrect, out-of-date, incomplete, irrelevant or misleading personal information about you, you may request us to correct it. Once we have verified your identity and subject to any exceptions, where we are satisfied that your personal information is incorrect, out-of-date, incomplete, irrelevant or misleading, we will take such steps as are reasonable in the circumstances to correct that personal information. If the personal information is part of the Client Data that we hold as a hosting service provider we will need to refer your request to Our Client as we have limited rights to correct the Client Data.

To seek access to or correction of the personal information we collect and/or hold about you please contact us using the details set out in section 13 “How to contact us” below.

12. Privacy complaints and enquiries

If you have an enquiry or complaint about how we handle your personal information or believe we have breached this privacy policy, a PCN or the Privacy Act, please contact us using the details set out in section 13 “How to contact us” below and provide us with reasonable details for us to understand your complaint.

We will investigate your enquiry or complaint, respond within a reasonable time and attempt to resolve it. If we cannot resolve your complaint to your satisfaction, you may make a complaint to the Office of Australian Information Commissioner by submitting your complaint online ([here](#)) or submitting the complaint form ([here](#)) by email to oaicintake@oaic.gov.au or mail to GPO Box 5288, Sydney NSW 2001.

13. How to contact us

Please contact us using any of the following means if you wish to access or correct personal information that we collect and/or hold about you, if you have a query or if you wish to make a complaint about our privacy practices:

By email: privacy@opus5k.com

By telephone: +61(0)438 462 440

14. Updates to this privacy policy

The privacy policy will be reviewed and updated from time to time. This will be notified on our website. We will notify you directly of any significant or substantial changes to our privacy policy that impact your personal information.

Your or as regard the Client Data, Our Client's continued use of our products or services or provision of further personal information to us after notice that the privacy policy has been revised will be deemed to be your acknowledgement of the revised privacy policy.