Image Safe Privacy Policy

Welcome to Image Safe.

The Image Safe Privacy Policy describes how Health v2 Technology Pty Ltd (Health v2) treats information that you create, store and edit with Image Safe, a picture archiving and communication system (PACS) that integrates with your patient management system (PMS) that is designed for use by Doctors.

You are in control of your information

1. Information stored in Image Safe is specific to that Practice. Only Doctor's within the same practice can share access to photographs stored on image Safe.

2. Within the same practice Doctors can:

    1. Store photographs of their patients

    2. Add annotation marks and/or notes to images

    3. View photographs previously uploaded to Image Safe by themselves and other Doctors

    4. Create limited invitations for patients to upload photographs associated with their own patient file

3. Patients can only view a set of photographs that have been shared with them by the Doctor via a patient invitation.

4. The Doctor can customise invitations at any time to control: the amount of photographs that can be stored and the frequency that storage can occur.

5. Health v2 will not sell, rent, or share your information, outside of your practice, without your explicit consent, except in limited situations when Health v2 believes it is required to do so by law.

6. You can completely delete your information at any time by contacting us at support@imagesafe.com.au. Deletion will be initiated immediately upon confirmed receipt of your request, and your information will be purged from your account shortly thereafter. Additional backup copies of deleted information may persist for a short time. Since deleted data can not be restored, you may want to print information before deleting it.

How Health v2 uses your information

1. To register as an Image Safe Paid Subscriber you will need to provide your name, credit card details and email address. This information is only used for billing and payment confirmation communications.

2. Health v2 do not store any of your credit card details.

3. All financial processing is managed by a PCI DSS compliant, third party provider, that specialise in securing online transactions (see Image Safe Security for more information).

4. Health v2 ensure secure access to Image Safe by combing the Practice ID and User ID you use to access your PMS, with a unique 6 character alpha numeric code. Health v2 can not access the password you use for your PMS.

Sharing your information with patients that you invite

1. Patients that you invite to upload photographs to Image Safe can:

    1. Only see photographs. There is no access to any of your notes, whether written into Image Safe or your PMS

    2. Only see photographs that relate to them.

       3. Only see photographs that belong to the image Set that you have invited them to.

2. You can change the conditions of a patient invitation at any time.

3. You can completely retract an invitation at any time by contacting support@imagesafe.com.au

Sharing your information with other Doctors

1. Only Doctors within your practice can see data that you have stored in Image Safe.
2. Any Doctor can view data on Image Safe that is saved under his/her practice UID, regardless of which Doctor originally uploaded the image.

Securing you data

1. It is the responsibility of Health v2 to maintain privacy and security of your data.
2. Your data is controlled by you and/or where applicable law demands third party access
3. Image Safe is powered by Amazon Web Services, a subsidiary of Amazon.com Inc., the world's largest online retailer. For more information on the safety of your data please see https://aws.amazon.com/security/.

How to make a complaint

For any complaints relating to Image Safe please contact via email at support@imagesafe.com.au or send a self addressed letter to:

        Privacy Matters
        c/o Health v2 Technology Pty Ltd
        G2, 84 Alexander St
        Crows Nest, NSW 2065 (Australia)