



## **PRIVACY & SECURITY POLICY**

Sm8rtHealth Limited Liability Partnership (referred to hereunder as "we," "our," or "us") provides a hosted service ("the Sm8rtHealth service") used in relation to the receiving, processing and transmitting of applications for life, travel and health insurance risk assessment. The Sm8rtHealth service is used by consumers, advisers, brokers, agents, insurers, booking agencies and software platforms (referred to hereunder as "you" or "your").

### **Our intent**

We will always treat any information that you provide us with the utmost care and we do all we can to protect your best interests.

### **Privacy**

In handling your personal information, we will comply with the information privacy principles set out in the New Zealand [Privacy Act](#). When you use the Sm8rtHealth service, we may ask you to input personal information relating to identity including email address, date of birth, occupation and your health and lifestyle related information. We assure you that this information will only ever be used in relation to our receiving, processing and transmitting your insurance risk assessment purpose and for no other purpose. None of your data will ever be sold, rented or made available to any party not directly related to the managing of your application. Within our business, your personal details will only be accessible to authorised staff operating within strict guidelines. If you want more information, have any questions about our privacy practices or want to access your data, please contact us.

### **Emails**

In using the Sm8rtHealth service we may communicate to you via email from time to time. We will take all reasonable steps to ensure that emails with your details are only sent to your email address or to addressees that we are authorised to send such emails. Please be aware that emails are not necessarily secure and if you have concerns about the security of the content of an email then you should not utilise our Sm8rtHealth service.

### **Security**

We will take reasonable steps to protect any information we hold about you or your clients from misuse, loss or unauthorised access, modification or disclosure. We have information security procedures in place for our Sm8rtHealth service that are designed to minimise the risk of unauthorised access to your information. When you provide information online via our Sm8rtHealth service, it is encrypted, so it cannot be read as it is transmitted over the internet between your browser and our server. The encrypted data is transmitted using a secure socket layer (SSL) connection. All information is stored on Amazon Web Secure

Servers that are protected in controlled facilities. We require our employees and data processors to respect the confidentiality of any information held by us. However, no data transmission over the internet can be completely secure, so we cannot give an absolute assurance that any information provided by you to us via the internet will be secure at all times. We will not be held responsible for events arising from unauthorised access to your information.

### **Terms of use**

When you use our Sm8rtHealth Risk Assessment Service you are deemed to agree to the following:

1. Your use the Sm8rtHealth service is subject to the terms set out in this Privacy and Security Policy, which you have read and understood.
2. It is your responsibility to keep confidential any password created/used by you in relation to your using the Sm8rtHealth service.
3. If you become aware of or suspect fraudulent activity or any other activity that threatens the security of the Sm8rtHealth service, you must immediately report the activity to us.
4. We reserve the right to access, read, copy, delete, and disclose information stored on the systems that we used to deliver the Sm8rtHealth service.
5. We reserve the right to inspect any/all files stored on or transmitted via the systems that we use to deliver the Sm8rtHealth service.

### **For more information**

If you require further information in relation to how our Sm8rtHealth service protects or manages your personal information, please email us at [support@Sm8rtHealth.com](mailto:support@Sm8rtHealth.com).

Review our Terms of Service here.

Intelligent Life Travel Limited Liability Partnership

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Dated: 012023