

Privacy Policy

Rapid Genetic Testing Pty Ltd (referred to as “RGT,” “we,” “us,” or “our”) is committed to protecting and respecting your privacy. This Privacy Policy governs the collection, use, maintenance, security, and disclosure of your personal information in accordance with relevant information privacy and health legislation and regulations.

By using our services, you consent to the collection and use of your personal information as described in this policy.

If you have any questions, concerns or complaints regarding how your personal information is handled or you would like to access your personal information, make corrections, or have any questions about our Privacy Policy, please contact us via email at enquiries@rgtesting.com.au

1. Types of Personal Information We Collect

The term "personal information" refers to any information that can identify you, either directly or indirectly. The personal information we may collect includes:

- Name, sex, and date of birth
- Residential or postal address
- Email address and telephone number
- Medical and health history or information, including Medicare details and genetic data relevant to your requested test
- Payment details
- Any information provided through requests, feedback, or complaints

Additionally, we could occasionally gather data that does not identify you or any other person and is therefore not considered "personal information," or covered by this privacy policy. For instance, we might gather aggregated data about how users interact with our website and services or anonymous survey responses.

2. How We Collect Personal Information

We collect your personal information, with your consent, through various means, including:

- Direct interactions such as telephone calls, emails, or forms completed via our website

- Third-party sources, including your doctor, healthcare providers, or other service providers who refer you to our services.
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3. How We Use Your Personal Information

We will use your personal information for the following purposes:

- To process and deliver the genetic testing services that have been requested on your behalf by a healthcare provider
- To communicate results of the services to a healthcare provider
- To process payments and manage billing
- To provide information about our products and services
- To ensure your records are kept up to date
- To confirm the destruction of your personal information if you request it (only if permitted by law)
- To process and respond to any complaints made by you
- To comply with legal requirements, as applicable

We require parental or guardian consent for individuals under 18 years of age before collecting or processing their personal information, including genetic data. If consent is not provided, we will promptly remove any personal information from our records.

We will not use your personal information for any other purposes unless we obtain your consent, or it is required or permitted by law.

4. Data Security and Storage

We take the security of your personal information seriously and have implemented the following measures to protect it:

- All personal information is stored locally in Australia
- All systems and facilities are secure and access controlled
- Use of strong passwords and regular password changes for staff
- Antivirus software on all computers and continuous monitoring for security
- Firewalls to protect our network and data
- Secure file transfer protocols (FTP) and encryption of sensitive data

- Password secured file sharing
- Regular and secure data backup

Personal information is stored securely, and access is limited to authorised personnel only. We will take all reasonable steps to prevent misuse, loss, or unauthorised access to your data, however, please note that the security of data transmitted over the Internet (including through our website) cannot be guaranteed and is done so at your own risk.

5. Use of Anonymised or De-Identified Information

We may anonymise or de-identify your personal data (e.g., removing identifying information such as your name and address) for the purpose of research, quality assurance, and compliance with our regulatory requirements. The data will not be identifiable, and none of your personally identifiable information will be used in publications or reports.

If you withdraw your consent to the processing of your de-identified data, this will not affect the lawfulness of the processing conducted before the withdrawal.

6. Disclosure of Personal Information to Third Parties

We may need to disclose your personal information to third parties, including:

- **Genetic Testing Laboratories:** DNA samples may be sent to our Australian third-party laboratories for testing. We will de-identify samples to the extent that it is reasonable and practical for us to do so.
- **Healthcare Providers:** If your doctor or other healthcare providers refer you to us, we may share your personal data with them as necessary.
- **Regulatory Authorities:** We may be required to disclose personal information to government or law enforcement agencies in compliance with legal requirements.

RGT does not sell your personal information or share it with third parties for marketing purposes.

7. International Data Transfers

RGT does not transfer, process, or store personal information outside of Australia.

8. Retention of Personal Information

We will retain your personal information only as long as necessary to provide our services to you or as required by law.

9. Your Rights with Regard to Your Personal Information

You have the right to request access to your personal information and to ask for corrections if the information is inaccurate, incomplete, or outdated.

You may also request the deletion or destruction or de-identification of your personal information, subject to legal and regulatory requirements.

If personal information is unable to be corrected, deleted, destroyed or de-identified due to legal obligations, a written response will be provided.

10. Withdrawal of Consent

You have the right to withdraw your consent for the processing of your personal information at any time. However, withdrawing your consent may affect our ability to provide certain services to you.

11. Changes to this privacy policy

This Privacy Policy may be updated, modified, or changed at any time. We will post any updates to this privacy statement on our website. The updated version will go into effect as soon as it is published.