

# PRIVACY POLICY

## **RESMED** **PRIVACY COMPLIANCE PROGRAM**

---

### **1. Purpose of the Policy**

ResMed in Australia – ResMed Inc, and its Australian subsidiaries (“the **Company**”) takes its obligations under the *Privacy Act* seriously and would like to take all reasonable steps to comply with the Act and to protect the privacy of the personal information that we hold. This Policy sets out how we intend to do so.

The Policy applies to individuals who provide us with their personal information.

### **2. The personal information that the Company holds**

The Company is in the medical device industry.

In the course of its activities the Company has occasion and opportunity to collect personal information. This is usually done in connection with the conduct of studies/trials and when meeting customer requirements, responding to complaints or in undertaking marketing initiatives.

When conducting studies/trials, personal information is collected to meet the study/trial protocol requirements including safety issues. This information may be used in discussion with a participant’s doctor or other health care professional.

Participant feedback may be used for the purposes of advancing further research and development, product and service improvement, in-house and public education on ResMed products and services, community health awareness and marketing. In conducting these activities, ResMed will never reveal a participant’s identity without first obtaining their consent.

In the normal course of meeting a customer request or responding to a complaint the Company would obtain the individual’s name and contact details, as well as the details of the complaint. Where the individual is purchasing or renting equipment, they may provide the Company with financial details (as appears on a credit card or cheque). Those details may include information of the kind appearing on a medical record and information for direct marketing activity. On request an individual may opt out of ResMed direct marketing activities. We will use this information to address the issues raised. For example, we may use the information to conduct further research and product development.

The Company also has a number of databases that it compiles for marketing purposes. The database is not sold for profit and is used exclusively by the Company. By consent the Company may use personal information for direct marketing activity.

**3. What happens if you choose not to provide the personal information**

You are not obliged to give us your personal information. However, if you choose not to provide the Company with personal details, such as your name or address, the range of options available to you may be limited.

**4. How we collect personal information**

In most cases, the Company collects information in direct consultation or by telephone, fax or e-mail.

**5. Use and Disclosure**

The Company will use personal information for the purposes for which it was collected. In most cases, we will not disclose personal information without first obtaining the individual's consent.

**6. Access to your personal information**

Individuals have the right to access the personal information held by the Company. Access will be provided in accordance with the Company Access Policy. If you require access to your personal information, you should direct your request to the ResMed Privacy Officer.

**7. Storage**

The company will take all reasonable steps to protect the security of the personal information it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

**8. Overseas**

The Company is part of a group of companies from a number of different countries. Information is sent on a regular basis to many of those countries. When the Company does send information overseas, and the laws of the receiving countries do not have comparable privacy protection laws, the Company will take all reasonable steps to make contractual arrangements that provide for privacy protection of the personal information sent.

## 9. Complaints

Complaints about the Company's privacy practices will be handled under the Company's Privacy Grievance Procedure.

.....  
**Dr Chris Roberts**  
**Executive Vice President**

21 December 2001

.....  
**Mrs Geraldine Jackson**  
**Privacy Officer**

21 December 2001