ALEXYS INTERNATIONAL | ALEXYS AUSTRALIA
ABN 29 602 142 987 ABN 24 602 509 026
Head Office 15/2-6 Chaplin Drive Lane Cove West, NSW 2066 Sydney Australia
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Alexys Mobile Application Privacy Statement

Effective Date: 1st July 2026

Purpose

The Alexys Mobile Application ("the App") is designed to support healthcare staff by receiving clinical and operational notifications from the Alexys Aptus Critical Messaging System and, where enabled by the healthcare facility, providing staff location information to improve response times, staff safety, and operational efficiency.

This App is intended for use only by authorised employees and contractors of healthcare organisations that have deployed the Alexys Aptus system.

Ownership and Administration

The App is installed on mobile devices owned or approved by the healthcare facility.

The healthcare facility is responsible for:

- issuing and managing the mobile devices;
- configuring the App through its Mobile Device Management (MDM) platform;
- determining which features are enabled;
- managing user accounts and access permissions;
- defining how location services are used within the organisation.

Alexys International Pty Ltd does not manage or control the facility's internal policies regarding employee monitoring or device management.

Information Collected

Depending on the configuration selected by the healthcare facility, the App may collect and process:

- User identification (such as staff username or employee identifier)
- Device identification information
- Message delivery and acknowledgement status
- Application diagnostic and performance information

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- Device location information during authorised work activities (when enabled by the facility)
- Connection status required for delivery of clinical messages

The App is **not** intended to collect personal communications, photographs, contacts, emails, text messages, browsing history, or other unrelated personal information stored on the device.

Location Information

Where enabled by the healthcare facility, the App may access the device's location while the user is on duty.

Location information may be used to:

- assist in locating the nearest available staff member;
- support emergency response;
- improve response times to resident or patient calls;
- assist staff safety;
- provide operational reporting and workflow analysis.

Location tracking is performed only in accordance with the configuration established by the healthcare facility.

How Information Is Used

Information collected through the App is used solely for purposes relating to the operation of the Alexys Aptus Critical Messaging System, including:

- delivery of critical messages;
- confirmation of message receipt;
- workflow management;
- clinical response reporting;
- system administration;
- troubleshooting and technical support;
- maintaining system reliability and security.

Alexys does not use information collected through the App for advertising, marketing, or profiling.

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Information Sharing

Information processed by the App is shared only with:

- the healthcare facility operating the Aptus system;
- authorised system administrators;
- authorised support personnel where necessary to provide technical support;
- service providers engaged by Alexys to operate or maintain the system under appropriate confidentiality obligations.

Alexys does not sell personal information.

Security

Alexys employs reasonable technical and organisational safeguards designed to protect information processed by the App, including, where applicable:

- encrypted communications;
- authenticated access;
- secure system architecture;
- controlled administrative access;
- security monitoring and software updates.

The healthcare facility remains responsible for securing the mobile devices, enforcing access controls, and managing user accounts through its Mobile Device Management platform.

Data Retention

Information retained by the App and the Aptus system is managed in accordance with the healthcare facility's policies and applicable legal and regulatory requirements.

Alexys retains technical information only for as long as reasonably necessary to provide system operation, maintenance, security, or support.

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User Responsibilities

Users should:

- use the App only for authorised work purposes;
- keep login credentials secure;
- promptly report lost or stolen devices;
- comply with their employer's policies regarding mobile device use and location services.

Your Privacy Rights

Questions regarding the collection or use of employment-related information, including staff location monitoring, should first be directed to the healthcare facility that issued the device.

Questions regarding the operation of the App or Alexys' handling of personal information may be directed to:

Privacy Officer
Alexys International Pty Ltd
Email: privacy@alexys.com.au
Website: https://www.alexys.com.au

Changes to this Statement

Alexys may update this Privacy Statement from time to time to reflect changes in legal requirements, technology, or system functionality. The latest version will be made available through the healthcare facility or the Alexys website.

Consent

By using the App as authorised by your employer or healthcare facility, you acknowledge that the App processes information as described in this Privacy Statement and in accordance with your organisation's policies.