



Scout iOS App

Privacy Policy

Version 3.3

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Enquires: info@signatureortho.com.au

We at Scout and our affiliates are committed to protecting your privacy. This Privacy Policy applies to the personal information and data collected by Scout when you interact with our websites, product and services, and any other sites or services that link to this Privacy Policy. This includes when you:

- interact with us on our websites or through other channels (for example, by communicating with us or attending one of our events);
- use our product and services (including the Scout Subscription Service); and
- when you use any other websites or services that link to this Privacy Policy

This Privacy Policy describes how we collect, receive, use, store, share, transfer, and process your Personal Data. This Privacy Policy also describes your choices and rights with respect to your Personal Data, including your rights of access and correction of your Personal Data. For the purposes of this Privacy Policy "Personal Data" means any information relating to an identified or identifiable individual. If you do not agree with this Privacy Policy, you should not use our websites, products and services, or any other sites or services that link to this Privacy Policy.

Scout customers may collect and manage Personal Data when using our product and services, or what we may refer to as the Subscription Service. "Subscription Service" is defined in the Scout Customer Terms of Service and means all of our web-based applications, tools and platforms that you have subscribed to under an Order Form or that we otherwise make available to you, and are developed, operated, and maintained by us, accessible via <https://signatureortho.com.au> or another designated URL, and any ancillary products and services, including website hosting, that we provide to you.

When you use the Subscription Service, Scout processes Personal Data as a processor under the direction of our customers. Our customers, as data controllers, are responsible for complying with any regulations or laws that require providing notice, disclosure, and/or obtaining consent prior to collecting their customers' Personal Data using the Subscription Service.

Please see Section 1.b "Information We Process on Behalf of our Customers When They Use the Subscription Service" and Section 1.c "Information We Collect and Process When You Use the Subscription Service" as well as our Customer Data Processing Agreement for more information.

We update this Privacy Policy from time to time, and we encourage you to review this Privacy Policy periodically. We will post any Privacy Policy changes on this page and, if the changes are material, we will provide a more prominent notice by sending you an email notification.

If you have any questions about this Privacy Policy or to exercise the privacy rights and choices we offer, please contact us as follows:

for Scout, including our websites, product or services, please email info@signatureortho.com.au

1. WHAT INFORMATION WE COLLECT AND PROCESS

a. Information You Provide to Scout

When you interact with us via our websites or any sites or services that link to this Privacy Policy or use the Subscription Service, we may collect Personal Data and other information from you, as further described below.

When You Visit Our Websites

We collect Personal Data from you when you submit web forms or interact with our websites, for example by subscribing to a Scout blog, signing up for a webinar, subscribing to one of our services or requesting customer support. We may ask for your email address, first and last name, job title, and other similar business information. You are free to explore some of our websites without providing any Personal Data about yourself.

Event Information

When you register for a Scout event, we collect information such as name, address, phone number, and email address. We use this information to communicate with you and in some Scouts facilitate your registration. Additionally, we may share your registration data with service providers to provide event information and improve your experience.

Account and User Information

We collect Personal Data when you sign-up for a Scout account, create or modify user information, set preferences, or provide any other related information to access or utilize our Subscription Service.

Payment Information

We collect payment and billing information when you register for paid products or services. For example, we may ask you to provide a billing address, or a billing contact for your Scout account. If you give us payment information, we use it solely as authorized by you in accordance with this Privacy Policy.

You may also provide payment information, such as a credit card number or bank account numbers, when purchasing products or services. We use secure third-party payment service providers to manage payment processing, which is collected through a secure payment process.

Customer Testimonials

We post customer testimonials and comments on our websites, which may contain Personal Data. We obtain each customer's consent via email or through other agreements between customers and Scout prior to posting the customer's name and testimonial.

b. Information We Process on Behalf of Customers When They Use the Subscription Service

Our product, or the Subscription Service, allows our customers to create and manage surgical Scout information. When customers use our product, they may collect Personal Data such as first and last name of surgeon, email address, deidentified patient reference, physical address of hospital, phone number, or other information about the Scout. We call the information that our customers submit or collect via the product 'Customer Data' under our Customer Terms of Service.

We do not control the content of our customers' webpages or the types of Personal Data that our customers may choose to collect or manage using the Subscription Service. We store our customers' information on our service providers' servers but process it as a processor under our customers' instructions and in accordance with our Customer Terms of Service, which prohibit us from using the information except as necessary to provide and improve the Subscription Service and as required by law.

Our customers control and are responsible for correcting, deleting or updating the information they process using the Subscription Service and for complying with any regulations or laws that require providing notice, disclosure, and/or obtaining consent prior to transferring the Personal Data to Scout for processing purposes.

c. Information We Collect and Process When You Use the Subscription Service

Usage Data

We collect usage data when you or your users in your Scout account interact with the Subscription Service. Usage data includes metrics and information regarding your use and interaction with the Subscription Service such as what product features you use the most, when an object (like a ticket) is opened and closed, and how often certain features (like workflows) are triggered in your account.

We engage third party providers to collect usage data. For more information about how we protect your information with these service providers, please see Section 3 "How We Share Personal Data."

Mobile

When you access or use the Subscription Service via our mobile applications, we automatically collect information such as your device model and version, operating system, or device identifiers.

Third Party Integrations

You may connect third party integrations to your Scout account, which may ask for certain permissions to access data or send information to your Scout account. It is your responsibility to review any third-party integrations you authorize. We may collect information about what types of integrations you use in your Scout account.

Any permission(s) granted by you, grants these third parties' access to your data, which may include (but is not limited to) granting third party applications access to view, store, and modify your Scout account data. We are not responsible for the practices of third-party integrations, so please carefully review the permissions you grant to third party applications. For more information on integrations with third party providers, please see the "Connect apps to Scout" knowledge base article.

Third Parties

We may receive information from third party service providers, from related companies, and from our business and solution partners.

Personal Data from Different Sources

We may combine the personal information we collect from you with personal information we receive from other sources, such as third party providers of business information and publicly available sources (like social media platforms). This may include physical mail addresses, job titles, email addresses, phone numbers, IP addresses, and social media profiles. This helps us to update and improve our records, identify new customers, create more personalized advertising, suggest products and services that may interest you, deliver personalized communications and promote events. The collection of your Personal Data by these other third party providers is governed by the provider's privacy policy.

Log Files

Like most websites and technology services delivered over the Internet, we automatically collect and store information about your computer hardware and software when you visit our websites, use our product and services, or visit other sites or services that link to this Privacy Policy. This information can include your IP address, browser type, domain names, internet service provider (ISP), and the files viewed on our websites (e.g., HTML pages, graphics, etc.), the files viewed on our, or our customer's websites (if those websites are hosted on Scout e.g. HTML pages or, graphics etc), your operating system, access times and referring website addresses.

When you use the Subscription Service, we collect and store the categories of information listed above in logs in the following instances, subject to the customer's implementation settings

We have implemented Google reCAPTCHA Enterprise on certain products and services to prevent malicious software from engaging in abusive activities on our websites. You can learn more about data collected by Google and what this data is used for in Google's Privacy Policy. Additional information on Google services and products is available in Google's Terms of Service.

2. How We Use Personal Data

a. To Communicate with You About the Product and Services

We use the account information you provide to Scout when signing up for the Subscription Service and Trends services to send you transactional emails or in-app notification about billing, account management, and other administrative matters. We may also send you updates regarding our Customer Terms of Service or other legal agreements and may also communicate with you about security incidents via email or in-app notification.

We use your information to provide customer support, such as resolving technical issues you encounter and analyzing product outages or bugs.

If you use Scout mobile applications, we may send you push notifications from time to time in order to update you about features and events. If you no longer wish to receive such communications, you may turn them off at the device level.

b. To Provide the Subscription Service

We use your account information and Customer Data to provide the product and services to you. For example, we use the email address you provide when signing up for the product to create your user account, and we use your payment information to process payments for paid use of the Subscription Service. We also use this information to authenticate you when you log in and to provide customer support.

c. To Improve and Develop Our Product and Services

We collect usage data about how you or your users interact with our product and services. We use this data to develop and improve our products and services. For example, we use usage data to assess trends and usage across the product to help us determine what new features or integrations our users may be interested in.

We may publish data about how our product and services are being used across our customer base. When we share statistical information externally in this way, the data will be aggregated and we will not identify individual users or customers. For example, we may publish blog posts on trends or insights into how users are interacting with our product.

d. To Secure and Protect our Product and Scout Users

We use your account information to investigate and help prevent security incidents. We may also use this information to meet legal requirements. We use your information to verify user accounts, new product sign-ups, and to detect and prevent product abuse. This includes enforcing our Acceptable Use Policy.

We use log files to provide general statistics regarding use of the websites by you, including how you use our websites, what country you are logging in from (for analytics, export control and regulatory purposes) and to help improve the navigation experience. Your IP addresses are also collected and logged for security and debugging purposes, for example to track access patterns, investigate security events and incidents. For these purposes we do link this automatically-collected data to other personal data provided by you such as name, email address, address, and phone number.

e. To Market and Promote the Subscription Service

We use the information you provide to Scout to market and promote the products, services, and other offerings. For example, we use the information, like your email or physical address, to send information or Scout content to you which we think may be of interest to you by post, email, or other means and send you marketing communications relating to our business.

You may opt out of receiving this promotional content by following the instructions contained in each communication that we send to you.

Where required by law, we will only send marketing communications with your consent. Otherwise, we will market and advertise our products and services on the basis of our legitimate business interests.

f. Other Purposes if We Obtain Your Consent

We share your data with third parties only when you give us consent to do so.

3. How We Share Personal Data

a. Service Providers

We may share Personal Data with our third-party service providers to support our websites, products, and services. For example, we use service providers for data hosting, application development, marketing, sales support and customer support. We may need to share your information with service providers to provide information about products or services to you. Examples may include removing repetitive information from prospect lists, analyzing data or performing statistical analysis on your use of the Subscription Service or interactions on our websites, providing marketing assistance, processing credit card payments, supplementing the information you provide us in order to provide you with better service, developing and improving the product and services, and providing customer service or support. These service providers are prohibited from using your Personal Data except for these purposes, and they are required to maintain the confidentiality of your information. In all cases where we share your information in this way, we explicitly require the third-party service providers to acknowledge and adhere to

our privacy and data protection policies and standards.

b. Partners

We may share data with trusted Scout partners to contact you based on your request to receive such communications, help us perform statistical analysis, provide sales support, or provide customer support. Partners are prohibited from using your Personal Data except for these purposes, and they are required to maintain the confidentiality of your data.

e. Compelled Disclosure

We reserve the right to use or disclose your Personal Data if required by law or if we reasonably believe that use or disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or comply with a law, court order, or legal process. If you use the Subscription Service, Customer Data is considered Confidential Information, and you should review the Confidentiality terms in the Customer Terms of Service for more information. Scout shares data about requests for customer information, and to learn more see our Data Disclosure and Transparency Report.

4. How We Transfer Personal Data Internationally

a. International Transfers within the Scout Group

To facilitate our global operations, we may transfer information to other Scout Affiliates where we have operations for the purposes of providing the subscription service. Please see Annex 3 of our Customer Data Processing Agreement for a list of Scout Affiliates and their locations.

This Privacy Policy will apply even if we transfer Personal Data to other countries. We have taken appropriate safeguards to require that your Personal Data will remain protected wherever it is transferred. We apply safeguards where appropriate (such as commercial industry standard secure encryption methods to protect customer data at rest and in transit, TLS for Scout hosted sites, web application firewall protection, and other appropriate contractual and organizational measures), as described more in detail here.

5. How We Store and Secure Personal Data

a. Data Storage and Security

We use a variety of security technologies and procedures to help protect your Personal Data from unauthorized access, use or disclosure. We secure the Personal Data you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. All Personal Data is protected using appropriate physical, technical and organizational measures.

b. Retention of Personal Data

How long we keep information we collect about you depends on the type of information and how we collect and store it. After a reasonable period, we will either delete or anonymize your information or, if this is not possible, then we will securely store your information and isolate it from any further use until deletion is possible.

We retain Personal Data that you provide to us where we have an ongoing legitimate business need to do so (for example, as needed to comply with our legal obligations, resolve disputes and enforce our agreements).

When we have no ongoing legitimate business need to process your Personal Data, we securely delete the information or anonymize it or, if this is not possible, securely store your Personal Data and isolate it from any further processing until deletion is possible. We will delete this information at an earlier date if you so request, as described in the section "Privacy Rights and Choices" below.

If you have elected to receive marketing communications from us, we retain information about your marketing preferences for a reasonable period from the date you last expressed interest in our content, products, or services, such as when you last opened an email from us or ceased using your Scout account. We retain information derived from cookies and other tracking technologies for a reasonable period from the date such information was created.

The data our customers process in connection with the Subscription Service is retained according to the Scout Customer Terms of Service and Customer Data Processing Agreement.

6. Cookies and Similar Technologies

a. Cookies

When you visit our websites, sign up for a Scout account, attend a Scout virtual event, or request more information about Scout, we collect information automatically using tracking technologies, like cookies and tracking pixels. For more information, and to learn how to opt out, please refer to our Cookie

Policies below.

Scout and our partners use cookies or similar technologies (such as web beacons and JavaScript) to analyze trends, administer the website, monitor how visitors navigate around the websites, and to gather demographic information about our user base as a whole. To find out more about how we use cookies on our websites and how to manage your cookie preferences please see:

7. Your Privacy Rights and Choices

a. Personal Data Requests

You have the following data protection rights:

Access, Correction or Deletion. You can request access, correction, updates or deletion of your Personal Data.

Objection. You can object to our processing of your Personal Data, ask us to restrict processing of your Personal Data or request portability of your Personal Data.

Withdraw Consent. If we have collected and processed your Personal Data with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your Personal Data conducted in reliance on lawful processing grounds other than consent.

Complaint. You have the right to complain to a data protection authority about our collection and use of your Personal Data. Contact details for data protection authorities in the EEA are available [here](#).

We do not sell personal information.

To exercise any of these rights:

for Scout, including our websites and product or services, please use email us info@signatureortho.com.au

Please note that to protect personal information, we may verify your identity by a method appropriate to the type of request you are making. Depending on where you reside, you may be entitled to empower an “authorized agent” to submit requests on your behalf. We will require authorized agents to confirm their identity and authority, in accordance with applicable laws. You are entitled to exercise the rights described above free from discrimination.

We will respond to your request to change, correct, or delete your data within a reasonable timeframe and notify you of the action we have taken. In some instances, your rights may be limited, such as

where fulfilling your request would impair the rights of others, our ability to provide a service you have requested, or our ability to comply with our legal obligations and enforce our legal rights.

If you are a customer, prospect, or otherwise interact with a Scout customer that uses our Subscription Service and would like to access, correct, amend or delete your data controlled by the customer, please contact the relevant customer directly. Scout acts as a processor for our customers and will work with our customers to fulfill these requests when applicable.

b. Anti-Spam Policy

Our Acceptable Use Policy applies to us and to our customers and, among other things, prohibits use of the Subscription Service to send unsolicited commercial email in violation of applicable laws, and requires the inclusion in every email sent using the Subscription Service of an "opt-out" mechanism and other required information. We require all of our customers to agree to adhere to the Acceptable Use Policy at all times, and any violations of the Acceptable Use Policy by a customer can result in immediate suspension or termination of the Subscription Service.

c. To Unsubscribe From Our Communications

You may unsubscribe from our marketing communications through one of the following methods:

by clicking on the "unsubscribe" link located on the bottom of our e-mails.

by contacting us info@signatureortho.com.au

9. Data Protection Officer

If you have any questions about this Privacy Policy or our privacy practices, or if you have a disability and need to access this notice in a different format:

for Scout contact us info@signatureortho.com.au

10. Other Important Privacy Information

a. We Never Sell Personal Data or customer Data

We will never sell your Personal Data to any third party.

b. Information About Children

The websites, product and services are not intended for or targeted at children under 16, and we do not knowingly or intentionally collect Personal Data about children under 16. If you believe that we have collected Personal Data about a child under 16, please contact us here, so that we may delete the information.