

Terms of Use

This site is hosted by Brisbane South PHN Ltd.

1. WEB SITE - TERMS OF USE

- 1.1. Brisbane South PHN Ltd (ABN 53 151 707 765) (Brisbane South PHN) welcomes you to its community engagement portal at <https://brisbanesouthphn.force.com/DiscoverPHN> or <https://brisbanesouthphn.force.com/MHAODPortal> (the Site). For the purposes of the terms of use (TOU), any reference to the Site will include any internal or external hyperlink which may be embedded within the Site (Linked Site).

2. ACCEPTANCE OF TERMS

- 2.1. We only provide the Site subject to the following terms of use (TOU).
- 2.2. Before you access the Site, it is important that you understand and agree to the TOU.
- 2.3. We may change the TOU from time to time without notice to you. You must regularly review the latest version of the TOU, as it will be the terms upon which you access the Site at all times. The most recent version of the TOU can be seen in this Terms and Conditions Page. You should bookmark the page so that you may conveniently review the TOU when you use the Site.
- 2.4. In addition, when using particular services accessible from the Site, you and we will be subject to the most up to date version of any terms of use, guidelines or rules that are posted as applying to those services and are hereby incorporated by reference into the TOU.
- 2.5. Please contact us at imit@bsphn.org.au, or if you see anything that violates the TOU.

3. INFORMATION AT THE SITE

- 3.1. The Site presents information provided by users of the Site. We make no representations as to the accuracy of the information presented at or via the Site that has not expressly originated with us.
- 3.2. By using the Site you agree that Brisbane South PHN or related bodies corporate or any of their employees or agents are not responsible for:
 - a) the accuracy or otherwise of the information displayed or omitted from the Site or Linked Sites;
 - b) any person's reliance on the information presented on the Site or on Linked Sites;
 - c) any loss in connection with the use of the Site or any Linked Site.

Discover PHN Terms of Use

4. REGISTRATION INFORMATION

4.1. You agree to:

- a) submit only true, accurate, current and complete information about yourself as prompted by the Site's registration procedure (the Registration Data) and
- b) maintain and regularly update the Registration Data to keep it true, accurate, current and complete.

4.2. As part of the Registration Data, you must provide us with your name and email address. If you provide any information that is untrue, inaccurate, not current or incomplete, or we suspect that you have provided such information, we may suspend or terminate your account and refuse any and all current or future use of the Site, or part of it.

5. PRIVACY POLICY

- 5.1. Registration Data and certain other personal information about you is subject to our Privacy Policy. For more information, please see our Privacy Policy at <https://bsphn.org.au/connect/privacy-statement/>.
- 5.2 You must not upload or allow access of any personal, identifiable patient information or data and you agree to comply with the requirements of the *Privacy Act 1988*.

6. USER ACCOUNT, PASSWORD AND SECURITY

- 6.1. After you complete the user registration process at the Site, you will receive a user password and user name to access the Site. You agree that:
 - a) you are responsible for maintaining the confidentiality of your password and account;
 - b) you are fully responsible for all activities that occur under your password or account;
 - c) you must immediately notify Brisbane South PHN of any unauthorised use of your password or account or any other breach of security;
 - d) You must notify Brisbane South PHN within 48 hours if you cease to be authorised to hold an account on behalf of the organisation under which you have been granted access.
 - e) you must create no more than one user account at the Site;
 - f) we, or our agents, may require access to your user account to respond to service or technical issues;
 - g) subject to legislative conditions, we or other services offered from the Site may send emails, newsletters and other information to your user account. We will only send any emails, newsletters and other information which are relatable to the PHN activity.

7. USER CONDUCT

7.1 You understand and agree that:

- a) all information, data, text, software, music, sound, photographs, graphics, video, messages and other materials, whether confidential or otherwise (Content), whether publicly posted or

Discover PHN Terms of Use

privately transmitted, are the sole responsibility of the person from whom the Content originated;

- b) you are prohibited from advertising or offering to sell or buy any goods or services, except as expressly permitted in these TOU.
- c) you do not have a right to:
 - i. post Content that infringes any patent, trade mark, trade secret, copyright or other proprietary rights of any party;
 - ii. transmit Content that is or includes unsolicited or unauthorised advertising, promotional materials, "junk mail", "spam," "chain letters," "pyramid schemes," surveys, contests or any other form of solicitation, except in those areas of the Site that are designated for that purpose;
 - iii. transmit Content that contains software viruses, trojan horses, worms, time bombs, cancelbots or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment;
 - iv. transmit Content that harms minors in any way;
 - v. impersonate any person or entity, including without limitation a Brisbane South PHN representative or another user of the Site, or falsely state or otherwise misrepresent your affiliation with a person or entity;
 - vi. create a false identity for the purpose of misleading others as to your identity or the originator of a message;
 - vii. interfere with or disrupt the Site or servers or networks connected to the Site, or disobey any requirements, procedures, policies or regulations of networks connected to the Site;
 - viii. attempt to gain unauthorised access to the Site, other user accounts, computer systems or networks, through password mining or any other means;
 - ix. intentionally or unintentionally violate any applicable law including without limitation laws of Australia and any regulations having the force of law;
 - x. "stalk" or otherwise harass another user;
 - xi. interfere with another user's use and enjoyment of the Site;
 - xii. collect or store personal data about other users of the Site; or
 - xiii. make any unauthorised commercial use of the Site.

7.2. You also acknowledge and agree that:

- a) we do not generally pre-screen or monitor Content or use of the Site, but that we and our designated agents have the right (but not the obligation) in our sole discretion to refuse or remove any Content that is available via the Site.
- b) you must evaluate, and bear all risks associated with, the use of any Content, including any reliance on the accuracy, completeness, or usefulness of such Content.
- c) we may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that preservation or disclosure is reasonably necessary to:
 - i. comply with an obligation;

Discover PHN Terms of Use

- ii. enforce the TOU;
 - iii. respond to claims that any Content violates the rights of third parties; or
 - iv. protect the rights, property, personal safety, or business interests of Brisbane South PHN, users of the Site or the public.
- d) the technical processing and transmission of the Site, including your Content, may involve transmissions over various networks, and changes to conform and adapt to technical requirements of connecting networks or devices.

7.3. You agree to comply by the moderation rules.

8. INDEMNITY AND RELEASE

- 8.1. In many situations, we allow users the freedom to use the Site and therefore have no control over the Content of the Site. You agree to indemnify and hold Brisbane South PHN, and its affiliates, officers, agents, co-branders and other partners, and employees, harmless from any claim or demand, including reasonable legal fees, made by any third party due to or arising out of:
- a) Content you submit, post to or otherwise transmit through the Site,
 - b) your use of or connection to the Site,
 - c) your violation of the TOU, or
 - d) your violation of any other's rights.

9. PRACTICES REGARDING USE AND STORAGE

- 9.1 You agree that we have no responsibility or liability for the deletion or failure to store any messages and other communications or other Content maintained or transmitted by the Site.
- 9.2 You acknowledge that Brisbane South PHN:
- a) is entitled to log off any account that is inactive for an extended period of time;
 - b) is entitled to change these practices and limits at any time,
 - c) may, subject to 30 days prior notice, in its absolute discretion, delete, modify or otherwise deal with any Content stored at the Site and any of your user profile information or account at the Site.

10. MODIFICATIONS AND DISCONTINUANCE

We reserve the right at any time and from time to time to modify or discontinue access to the Site (or any part), with or without notice, temporarily or permanently without liability to you or to any third party.

11. USER ACCOUNT TERMINATION

- 11.1. You agree that Brisbane South PHN may, in its sole discretion and with or without notice to you, terminate your password, account or use of the Site (or any part), and remove and discard any Content within the Site for any reason including without limitation, where a breach of copyright has been reported.
- 11.2. You agree that Brisbane South PHN may in its sole discretion and at any time discontinue providing the Site, or any part, to you with or without notice, and without liability to you or any third parties.

Discover PHN Terms of Use

11.3. You agree that termination of your access to the Site under any provision of these TOU may occur without prior notice, and acknowledge and agree that we may immediately deactivate or delete your account and all related information and files in your account and/ or bar any further access to such files or the Site.

11.4. If your account or access to the Site is terminated for any reason, you must immediately cease using the Site and Software. Termination does not affect any of our accrued rights or liabilities.

12. DEALINGS WITH THIRD PARTIES

12.1. Your communications or dealings with, or participation in promotions of, third parties found at or via the Site, including payment and delivery of related goods or services, and any other terms, conditions, warranties or representations associated with such dealings, are solely between you and the relevant third parties

12.2. You agree that Brisbane South PHN is not responsible or liable for any loss or damage of any sort incurred as the result of any such dealings or as the result of the presence of such third parties on the Site.

13. Brisbane South PHN PROPRIETARY RIGHTS

13.1. You acknowledge and agree that:

- a) the Site and any necessary software used in connection with the Site, including but not limited to the software known as Salesforce Communities, (the Software) contain proprietary and confidential information that is protected by applicable intellectual property and other laws; and
- b) the Content contained in information presented to you via the Site or via third parties is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws.

13.2. Except as expressly authorised by Brisbane South PHN or third parties, you agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on the Site or the Software, in whole or in part.

13.3. You agree not to access the Site by any means other than through the website and interfaces that are provided by Brisbane South PHN for use in accessing the Site.

14. DISCLAIMER OF WARRANTIES

14.1. You expressly understand and agree that:

- a) your use of the Site is at your sole risk;
- b) the Site is provided on an "as is" and "as available" basis.

14.2. We expressly disclaim all warranties of any kind capable of exclusion whether express or implied, including without limitation all implied warranties of fitness for a particular purpose and non-infringement.

14.3. We make no warranty that:

- a) the Site will meet your requirements;
- b) the Site will be uninterrupted, timely, secure, or error-free;
- c) the results that may be obtained from the use of the Site will be accurate or reliable;
- d) the quality of any products, services, information, or other material purchased or obtained by you through the Site will meet your expectations; and

Discover PHN Terms of Use

- e) any errors in the Software will be corrected.
- 14.4. Any material downloaded or otherwise obtained through the use of the Site is done at your own discretion and risk and you are solely responsible for any damage to your computer system or loss of data that results from the download of any such material.
- 14.5. No advice or information, whether oral or written, obtained by you from us or through or from the Site shall create any warranty not expressly stated in the TOU.

15. LIMITATION OF LIABILITY

- 15.1. You understand and agree that we, our related bodies corporate and the employees and agents of each are not liable for any damages, economic or other loss or damage whether direct, indirect, incidental, special, consequential or exemplary and even if we has been advised of the possibility of such damages, arising out of any breach of any implied or express term, condition or warranty or suffered as a result of the negligence of any of them (including without limitation loss of profits, goodwill, use, data or other intangible losses) or in respect of:
 - a. the use of, or the inability to use the Site;
 - b. unauthorised access to or alteration of your transmissions or data;
 - c. statements or conduct of any third party on the Site; or
 - d. any other matter relating to the Site.
 - e. you specifically acknowledge that we shall not be liable for user submissions or the defamatory, offensive, or illegal conduct of any third party and that the risk of harm or damage from the foregoing rests entirely with you.
- 15.2. In no event will we be liable for any loss of profits, cost of cover, loss of data, or any special, incidental, indirect or consequential (or similar) damages under the laws of any jurisdiction, however caused and on any theory of liability (including negligence) arising out of or related to your use of the Site.

16. EXCLUSIONS AND LIMITATIONS

- 16.1. Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. So some of the limitations in the TOU may not apply to you.

17. NOTICE

- 17.1. Notices must be in writing and may be given by hand, ordinary prepaid post, facsimile or email. A notice by us to you is taken to be duly given and received -
 - a) if delivered by hand, when delivered;
 - b) if delivered by prepaid ordinary post, on the second business day after posting; and
 - c) if delivered by facsimile, upon completion of transmission and receipt by the sender of the appropriate transmission report; and
 - d) if delivered by email, one business day after sending.
- 17.2 We may also provide notices of changes to the TOU or other matters by displaying notices or links to notices to you generally on the Site.

18. TRADE MARK INFORMATION

- 18.1. The Brisbane South PHN logo, products and service names are the property of Brisbane South PHN (the Brisbane South PHN Property).

Discover PHN Terms of Use

18.2. You agree not to display or use the Brisbane South PHN Property in any manner without our prior permission.

19. COPYRIGHT

19.1. We respect the intellectual property of others, and we ask our users to do the same. If you believe that your work has been copied in a way that constitutes copyright infringement, please let us know.

19.2. When using the Site, you may provide us with information about yourself or other matters. You grant us rights to use this information, and information derived or generated from it, in existing or future media.

19.3. As used in this clause 19, information includes but is not limited to data, text, photographs, drawings, sound recordings, feedback, and any other information or data displayed or presented by you on the Site.

20. CONSENT TO RECEIVE EMAIL UPDATES

20.1. From time to time, you will receive emails providing you with information about consultations in which you have participated or consultations and websites in which you might be interested based on your past site activities.

20.2. You consent to receive these emails from this site, however you retain the right to 'opt out' at any time.

21. GENERAL INFORMATION

21.1. The TOU constitute the entire agreement between you and us, and governs your use of the Site, superseding any prior agreements between you and us.

21.2. You will be subject to additional terms and conditions that may apply when you use the Linked Sites, affiliate services, third party content or third-party software.

21.3 The TOU and the relationship between you and us is governed by the laws of the State of Queensland without regard to its conflict of law provisions. You and we agree to submit to the personal and exclusive jurisdiction of the courts located within the State of Queensland.

21.4. Our failure to exercise or enforce any right or provision of the TOU must not be treated as a waiver of the right or provision.

21.5. If any provision of the TOU is found by a court of competent jurisdiction to be invalid, then the provision is deemed deleted but the court should try to give effect to the parties' intentions as reflected in the provision, and the other provisions of the TOU remain in full force and effect.

21.6. You agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the Site or the TOU must be filed within one year after the claim or cause of action arose, or be forever barred.

21.7. Your rights and obligations under the TOU are personal and may not be assigned or dealt with in any way without our permission, and which may be withheld in our absolute discretion.

21.8. Headings in the TOU are for convenience only and do not affect interpretation.

22. DISCLAIMER

22.1. While the Australian Government Department of Health has contributed to the funding of this material, the information contained in it does not necessarily reflect the views of the Australian Government and is not advice that is provided, or information that is endorsed, by the Australian Government. The Australian Government is not responsible in negligence or otherwise for any

Discover PHN Terms of Use

injury, loss or damage however arising from the use of or reliance on the information provided herein.