RebateRight

RebateRight Privacy Policy

PRIVACY POLICY *Last updated: 10 November 2026*

This policy sets out how **Fortis Futura Pty Ltd trading as RebateRight** (ABN 54 676 215 133) ("we", "us") collects, uses and protects information from your use of the RebateRight Software, your visits to our website and any direct contact with you. If you are a customer, it forms part of your agreement with us, together with our **Software Licence Agreement** and our **Pricing Agreement**.

1. Anonymity and government identifiers

Anonymous use: The Software cannot be used anonymously or under a pseudonym. We need identified account information to authenticate your organisation with Services Australia, deliver the service and process your subscription.

Government identifiers: We do not use government identifiers as our own identifier for you or for any patient. That covers Medicare numbers, Individual Healthcare Identifiers (IHIs) and provider numbers. Your account is identified by a customer code we issue.

Patient identifiers pass through to Services Australia to check and fulfil your request. We do not store them.

2. What we collect

Account information: When you sign up, we collect information about your organisation and its authorised representative, such as company name, ABN and contact details.

Usage data: We keep a record of each request. It includes when it was made, which endpoint it used and a short summary of the result. It never includes patient details. We use it for billing and for the usage reports in the application.

Website data: When you visit rebateright.com.au, our hosting provider records standard request data, including the page visited, your IP address and the time, for security and performance. We do not add cookies, cross-site tracking or any other identifiers. If you contact us by email, form or demonstration booking, we receive the information you provide and use it only to respond.

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What we never store:

- any patient information, including names, Medicare numbers, dates of birth, Individual Healthcare Identifiers (IHIs) or any other identifying details
- payment card or banking details, which our payment provider handles entirely
- any personal data beyond what we need to provide the service.

3. How we use your data

We use the information we collect only to:

- manage your account and give you access to the Software
- process and respond to requests made through the Software
- generate the usage insights and reports you see in the application
- improve the accuracy of the Software
- calculate what to invoice you
- communicate with you about your account, including support, invoicing and service updates
- meet our obligations under Australian law, including the *Privacy Act 1988* (Cth) and any applicable healthcare regulations.

We never sell your data, and we never give it to anyone for their own use. The providers named in section 5 handle it only to deliver the service to you. Beyond that, we disclose it only where the law requires.

Artificial intelligence: We do not use your data, or any patient data, to train artificial intelligence or machine-learning models. Our eligibility engine does not use AI. It applies the published Medicare Benefits Schedule rule by rule.

4. Data storage and security

Where we store it: We store your data in Microsoft Azure data centres in Australia. We do not transfer your data outside Australia.

How long we keep it: We keep your account and usage data while your account is active, and for a reasonable period afterwards to meet our legal and record-keeping obligations. You may have it deleted sooner. Section 7 explains how.

How we protect it: We protect your data with reasonable technical and organisational safeguards against unauthorised access, loss or disclosure. We encrypt data in transit and at rest. We give each person and system access only to what they need. Our infrastructure runs on Microsoft Azure in Australia under Microsoft's enterprise security and compliance framework. We review our security practices periodically against the Australian Government's cloud security guidelines.

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5. Third parties

We use the providers below to run the service. Each entry sets out what they see and what they do not.

Services Australia: Services Australia is the Australian Government agency that administers Medicare. When you submit a request through the Software, the details you provide pass through our service to Services Australia to check and fulfil it. We do not keep patient details.

Microsoft Azure (Australia): Microsoft Azure processes the requests you make in the Software and holds your stored data (organisation details and operational data from your requests) in Australia. No patient data is held here, because we do not store any.

Website hosting provider: Our website hosting provider delivers rebateright.com.au, including the web app's pages. Our website hosting provider records the standard request data that section 2 describes, for security and performance. Your account and usage data are held on Microsoft Azure, not here.

Payment provider: We send you an invoice. You pay the payment provider directly, and it handles your card or banking details. We do not see or store payment card or banking information. We share no patient data with the payment provider, because we do not store any.

6. Browser extension

The RebateRight browser extension is part of the Software, and using it is optional. Once you accept its notice, the extension reads the patient, item and provider details on your page when you use it, to check them with Medicare. Nothing is sent until you submit. What you submit goes, with your API Key and Minor ID, only to our service in Australia. On your computer, the extension keeps only your API Key, your Minor ID and your settings. The extension never stores patient details, and has no analytics, tracking or advertising. To delete what the extension keeps, remove the extension from your browser.

7. Your rights

Under the Privacy Act 1988: You have the right to access the personal information we hold about you, and to have it corrected if it is inaccurate or out of date.

Beyond the Act, we also give you the right to:

- **know** how your data has been used or disclosed
- **have your data deleted**. If we must keep some of it to meet a legal obligation, we will explain why.

To exercise any of these rights, email hello@rebateright.com.au. We action every request within 30 days.

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If you believe we have not handled your personal information in line with the *Privacy Act 1988*, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or by calling 1300 363 992.

8. If something goes wrong

Notifiable data breaches: The Notifiable Data Breaches scheme (Part IIIC of the *Privacy Act 1988*) requires us to notify you and the OAIC if a data breach is likely to result in serious harm. We will do so as soon as practicable, with a plain-English description of what happened, what data was affected and what to do next.

Reporting a concern: If you suspect a breach involving your account, or have any privacy concern, email us immediately at hello@rebateright.com.au. We investigate every concern and respond personally.

9. Changes to this policy

If we make a material change to this policy, we email the address on your account at least 30 days before it takes effect.

If you continue to use the Software after that date, you accept the updated policy.

10. Contact us

If you have questions about this policy or how we handle your data, email hello@rebateright.com.au.

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