

## **About us**

This App has been developed by the Monash Center for Health Research and Implementation (MCHRI). MCHRI is a partnership organisation with Monash University and Monash Health.

Monash Center for Health Research and Implementation (MCHRI) is a leading research and implementation unit that aims to create, synthesise, implement and translate clinical, health care and public health knowledge, underpinned by cross sector end user engagement, to deliver health impact. Monash University is listed in the top 1% of universities worldwide. Monash Health is the largest health service in the state of Victoria located across Melbourne, Australia.

AskPCOS is a comprehensive, evidence-based App on Polycystic Ovary Syndrome (PCOS). It has been designed together with women, for women, in collaboration with world renowned PCOS experts.

## **We are leading PCOS experts**

The Monash Centre for Health Research and Implementation (MCHRI) and Monash University, has led the development of the first international evidence-based guidelines for the diagnosis and management of Polycystic Ovary Syndrome (2018) across 37 medical societies and 71 countries.

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Personal and health information is handled in accordance with the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic), as well as the European Union General Data Protection Regulation 2016/679 (EU) where applicable.

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You must have successfully registered for an Account to access certain features of this App and purchase products. After you successfully registered for and activated your Account, the user name and password you have provided must be kept secure and you are responsible for all use and activity carried out under this user name or using your Account. Your Account is non-transferrable.

By applying to register for an Account, you:

- **warrant that you are at least 16 years of age;**
- warrant that you possess the legal right and ability to enter into a legally binding agreement with Monash University; and
- agree and warrant to use this App in accordance with these Terms.

## **2. Account information**

You warrant that all information supplied to Monash University as part of your application to register for an Account is true and correct. You acknowledge that Monash University may take such steps as it is able to take to verify the information provided by you before deciding whether to provide you with an Account. If Monash University considers (in its sole discretion) that any of that information provided by you is untrue, Monash University reserves the right to reject your application for an Account or to cancel your Account and terminate your access to the features of this App which are only accessible by registered account holders. You indemnify Monash University from and against any and all liability, loss, damage and costs (including legal costs) arising from its use of or reliance upon the information contained in your application to register for an Account, or supplied by you through your Account.

## **3. Information we collect**

The App collects the following personal data in line with the use purposes explained in a subsequent section:

- your display name
- your email address (for the purpose to log-on)
- phone number (optional)
- your year of birth (optional)
- PCOS diagnosis (optional)
- country of residence (optional)
- height and weight (optional)
- information preferences (optional)
- PCOS self-diagnosis quiz responses (optional)
- selected QPL personalised questions to ask doctor (optional)
- simple search queries
- browsed PCOS topics, common questions and articles
- preferred articles
- duration of use of this App

#### **4. Use of your information**

The App uses your personal information for the following purposes:

1. To create a user profile and log in.
2. To provide information based on your needs and respond to your requests. The App may use your personal information to provide you with notices of new events and updates.
3. To provide targeted content to you and to improve your experience within the App.
4. The App may use your personal information, including the information gathered as a result of App navigation and electronic protocols, to help create and personalise App content, improve App quality, evaluate page response rates, conduct usability testing, and facilitate your use of the App (for example, to facilitate navigation and the login process, avoid duplicate data entry, and enhance security).
5. To get feedback or input from you. In order to deliver information services of most interest to our customers, from time to time, we may ask App users to provide us input and feedback (for example through surveys, usability studies, focus groups, research opportunities).
6. To protect the App information assets as well as your own personal data. The Monash University Information Security Program protects the confidentiality, integrity, and availability of App information assets by following a risk management approach based on policies, standards, guidelines, and procedures to meet security objectives while supporting research and operational goals.
7. *We may use de-identified data to further PCOS research to help us understand the condition better and to contribute best practice and treatment of PCOS. We are a non for profit research organisation. All of the results of our research are provided free of charge to health professionals and women with PCOS.*

#### **5. Your control on your own information**

You can control your information. If you are a registered user, you can review, revise, and correct the personal data that you have provided to the App.

If you would like to request access to or correction of your personal information from our database, please contact [dataprotectionofficer@monash.edu](mailto:dataprotectionofficer@monash.edu).

## **6. Your Privacy**

We respect your privacy. We want to ensure that you get the information, content, and experiences that matter most to you. You agree that Monash University may collect and deal with personal information about you or others in accordance with the Monash University Privacy Collection Statement, which can be found at <https://www.monash.edu/privacy-monash/privacy-collection-statements>.

**You warrant that you have obtained the consent of any person whose personal information is as a result of anything done by you collected and uploaded through this App. For any person who is under 16 years of age, if you are not their parent or legal guardian, you warrant that you have obtained the consent of their parent or legal guardian to that person's personal information being collected and uploaded through this App as a result of anything done by you.**

## **7. Security**

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2. using this App to defame or libel Monash University, its employees or other individuals;
3. uploading files (whether deliberately, negligently or as a result of failure to take reasonable steps) that contain viruses or other software, data or routines that may cause damage to, disrupt or provide unauthorised access to Monash University's computer systems, data or other property or the property of other individuals;
4. posting on or transmitting to this App any non-authorized material including, but not limited to, material that is, in Monash University's opinion, likely to cause annoyance, or which is defamatory, racist, obscene, threatening, pornographic or otherwise detrimental to or in violation of Monash University's systems or network security or a third party's systems or network security.

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## **19. General**

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## **20. Policy updates**

The App may update its Terms & Conditions, and Privacy Policy from time to time. Questions, complaints or feedback about this App should be directed to:  
[AskPCOS.Admin@monash.edu](mailto:AskPCOS.Admin@monash.edu)