

nib Symptom Checker Privacy Collection Notice

Privacy and confidentiality

Infermedica Sp. z o.o. Plac Solny 14/3, 50-062 Wrocław, Poland ("Infermedica") owns and operates the Symptom Checker tool. The symptom checker provides you with a recommended treatment pathway based on your responses to the Symptom Checker online questionnaire.

Infermedica is providing the Symptom Checker tool on behalf of nib and will collect, store and share your responses as set out in this privacy collection notice.

This notice outlines how nib and Infermedica will collect and handle your data in compliance with the *Privacy Act 1988* (Cth) ("Privacy Act").

What you share

You will not be asked to share any personal information in the Symptom Checker. Use of the Symptom Checker and your response data will not impact your nib membership, including your premium and policy terms and conditions.

You will be asked to share data about your symptoms and health risk factors, such as:

- your age and gender;
- current symptoms; and
- health conditions

Your recommendation will be shown on the final screen once responses to all relevant questions have been received by Infermedica. You will be able to download your symptom assessment report, which includes a summary of your responses and the recommendation, as a PDF to save for later or share with your medical practitioner.

How your data is collected and used

Infermedica will collect and store your response data via the Symptom Checker questionnaire. Infermedica will use your response data to provide you with a recommendation on the level of care you should seek based on the symptoms you are experiencing and your health risk factors.

Infermedica collects the responses provided by nib members and shares those responses with nib on a grouped basis. nib will not be able to identify you from the information shared. The data is provided to nib for the purpose of evaluating member engagement and to provide insights into common conditions affecting members to help inform and assist nib in formulating future health support strategies and initiatives.



If you choose to complete a feedback form at the end of the questionnaire, nib and Infermedica may use the anonymised response to improve the Symptom Checker and user experience.

Who is Infermedica?

Infermedica is a leading digital health company, specializing in AI-powered solutions for symptom analysis and triage.

Further Information

nib is committed to protecting and respecting your privacy. You can read more about how your personal information is managed in [nib's Privacy Policy](#).

Contact information

If you have any questions or concerns regarding Symptom Checker or the recommendation you have received, please contact HealthServices@nib.com.au

If you wish to contact nib to access your personal information, correct it, or to make a complaint about privacy, please contact PrivacyOfficer@nib.com.au