

Terms and Conditions for KnowNOW!

Effective as of 31 March 2014

Welcome to KnowNOW!

knowNOW! provides a web based intranet service to medical practices which includes content, structure, links and downloadable documents which are regularly monitored and updated. Usage of this service indicates acceptance and compliance with the following terms and conditions in full.

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knowNOW! is a trading name of Alive & Kicking Medical Practices Pty Ltd. 174 Brisbane Road, Mooloolaba, Qld Australia 4557

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Access to Password Protected or Secured Areas.

Access to and use of this intranet site is restricted to authorised users only. You will provide accurate and current information on all registration forms on this intranet site. You are solely responsible for maintaining the confidentiality of any username and password that knowNOW! assigns you to access this intranet site as well as any activity that occurs under your username/password. You will not misuse or share the username/password that is issued to you by knowNOW!, misrepresent your identity or your affiliation with an entity, impersonate any person or entity, or misstate the origin of any materials you are exposed to through this intranet site. If you are in violation of your obligations under the Terms of Use, you may be subject to prosecution. Access to this password protected website relies on cookies (see Privacy Policy), it is your responsibility to adjust security settings on your browser to allow for this.

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Variation

We reserve the right to modify these terms and conditions. Please check this page periodically for the latest changes.

Entire Agreement

These terms and conditions and the privacy policy comprise the entire agreement between knowNOW! and you, and supercede all previous agreements relative to the use of this tool.

Jurisdiction

This agreement will be governed by and construed in accordance with Australian law, and any related disputes shall be subject to the exclusive jurisdiction of the courts of Australia.

Terms and Conditions for Purchasing KnowNOW!

Description of Services Being Purchased

KnowNOW! is a medical practice online intranet management tool. It is an easy to use, instantly searchable knowledge centre designed in Australia specifically for Australian practice managers and doctors, nurses, and support staff.

A subscription fee of \$38.95 + GST is payable monthly in advance by the KnowNOW! account holder. Prices quoted are in Australian dollars.

Delivery of Services

Upon completion of the online registration form and clicking the SUBMIT button, a confirmation email will be sent to the registrant's email address. This email will confirm your registration together with the login address for your intranet site, your username and password. The password can be changed to your preferred password by logging in, clicking on the Settings (gear cog) page and editing your user settings, including name and password.

You will immediately be able to add your company logo, add additional user accounts for doctors, nurses and staff. You can also upload all practice documents, calendar events and all other site functionality. Additional user manual information and instructional videos are available through the User Manual link in the Settings area.

Security Capabilities & Policy for Transmission of Payment Card Details

What Information Do We Collect and How Do We Use It?

All credit card payments are processed securely through ANZ Bank and the eWAY Payment Gateway and made directly through 128 bit SSL encryption software to ensure your personal details are kept safe. KnowNOW! does not store any credit card information on our servers.

By providing your credit card details, you authorise us to deduct payment of monthly or yearly fees from your card. Credit card payments are subject to validation and authorisation checks of the card issuer.

Your credit card will be debited on or around the 30th day after your initial subscription, and each month thereafter. For example, if you subscribed on the 15th of the month, each monthly payment will be debited on the 15th (or nearest business day) of each subsequent month.

The KnowNOW! account holder is ultimately responsible for safeguarding any passwords created to control access to KnowNOW! Please keep your password secure.

Cancellation Policy

You can cancel your KnowNOW! account at any time by contacting KnowNOW! by telephone on 1300 978 897. Alternatively, your account administrator can log in to KnowNOW! and click the 'Cancel Account' button under Manage Account. No further subscription fees will be charged to you and no refund will be made of any subscription fees already paid.

There is a 30-day cancellation cooling off period. This means your KnowNOW! account can be reactivated within 30 days of cancellation without the loss of any information stored on your KnowNOW! account.

If subscription fees aren't paid on time, we reserve the right to suspend access to your KnowNOW! account or permanently cancel your KnowNOW! account. If we withdraw access

to an account holders KnowNOW! account due to non-payment, no refund will be payable by us. We also reserve the right to close any KnowNOW! account for any reason and at any time, with one month's notice.

Customer Service Contact

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