



## Pharmacy Coordination Program

### Your feedback is important to us

At Roche, improving patients' lives is central to our work and we are pleased to support you through the **HEMLINK Pharmacy Coordination Program**.

Your feedback on the program is important to us, and we will shortly be conducting interviews with our valued HEMLINK participants to understand more about your experience and where we might make improvements.

The interviews will be conducted by a third-party, Meld Studios, commencing in early June. The interview will be maximum one hour and can take place either virtually or in-person, whichever is your preference. You will be reimbursed for your time.

### Your valuable feedback will help us make improvements to the HEMLINK program.

To participate in this paid interview, please contact Karina at Meld Studios by emailing [karina@meldstudios.com.au](mailto:karina@meldstudios.com.au)

Yours faithfully,

**HEMLINK Pharmacy Coordination Program**

Please read below for more information about what information will be collected by Meld Studios, and how it will be used and stored.

#### Meld Studios – Privacy and Confidentiality Information

##### **How will the researchers ensure that participant personal information is not shared with product manufacturers, pharmaceutical companies, distributors or health services? Eg, protected through third party research organisations**

Meld Studios is committed to protecting personal information and complying with the Privacy Act 1988 (Cth) ("Privacy Act") and Australian Privacy Principles (APPs).

##### **Collection of personal information**

We may conduct research that involves the collection of personal information, including health information, genetic information, or information about a person as part of social research. When dealing with personal information in a research context, we de-identify and aggregate that information with other research we conduct.

We only collect personal information for purposes directly related to our functions or activities on behalf of a client we are partnering with, and only where it is necessary for or directly related to such purposes.

##### **Use of personal information**

If we collect personal information as part of our research activities, we will use that information for the purposes of the specific research activity. When we collect personal information from participants for certain specific activities, where required, we will use a collection notice that deals specifically with that collection, including a description of the purposes for which we will use the personal information collected in that instance. Where relevant, our internal procedures and systems embed privacy protections to ensure we comply with our obligations under the Privacy Act.

Unless we have obtained a participants' further written consent, identified personal or health information will not be shared with or disclosed to a third party.

##### **Storage of personal information**

Any information obtained in connection with the research that can identify patients will remain confidential and will be securely stored on Meld Studios' IT systems. These systems are password protected and where required, only certain people are authorised to access the information.

Any personal and health information collected during this research will be kept in Australia for 5 years.

We may use third parties to store some personal information on servers in Australia or overseas, but only where steps have been taken to ensure that the third parties comply with our privacy obligations.