HiFlex Physio Online Transaction Codes of Ethics

HiFlex Physio code of ethics sets benchmarks for how personnel handling online transactions should conduct business. Due to the sensitive nature of information involved in online transactions, HiFlex Physio deems it necessary to establish its own set of Code of Ethics to ensure that employees conduct themselves in a professional manner.

Conduct opposed to the standards set out here shall be considered improper and unacceptable and can be considered grounds for termination of employment, where evidence of gross negligence is uncovered after a thorough investigation, and due process is exercised.

Credit Card Usage

HiFleX Physio personnel will:

- Process and store all information obtained from the transactions with discretion.
- Inform clients that credit cards can be processed manually and through an online portal, with the assistance of HiFlex Physio personnel. Personal information, inluding:
  - Client's full name
  - Credit card number
  - Security code

  must never let be disclosed unauthorised personnel and third parties.
- Inform clients of a security breach where client information has been compromised, HiFlex Physio personnel must fulfil their duty to clients by informing them of the incident within 24 hours of occurance.
- Transactions must be processed following legal requirements and relevant organisational policies and organisational procedures

Funds Transfer

HiFleX Physio personnel will:

- Process and store all information obtained from the transactions with discretion.
- Inform clients of any changes to policies and procedures in relation to fund transfers a month before implementation.
- Transactions must be processed following legal requirements and relevant organisational policies and organisational procedures
- Ensure that all transactions amounts are exact and meet the payment amount required in the invoice sent to the client/s. All overpayments, whether reported by clients or otherwise, must be reumbursed.

Online Payment Services

HiFleX Physio personnel will:

- Process and store all information obtained from the transactions with discretion.
- Transaction must be processed following legal requirements and relevant organisational policies and organisational procedures.
- Inform clients of any changes to policies and procedures in relation to online payment services a month before implementation.
- Counter check all payments made against invoices to ensure that clients have been charged that correct amount.
- Secure a copy of monthly transactions list and store using HiFlex Physio' database, in the event of a client enquiry or complaint.
- In the event of a security breach where client information has been compromised, HiFlex Physio personnel must fulfil their duty to clients by informing them of the incident within 24 hours of occurance.