



# Terms of Service for the Helix Health Check

## 1. Introduction

Welcome to Helix Wellbeing Limited's Health Check Service, otherwise referred to as the "Helix Health Check", or simply "health check".

By participating in our health check service, you agree to the terms outlined in this document. Please read them carefully.

## 2. Scope and Purpose of the Service

Our health check aims to provide participants with guidance on possible health and wellbeing markers and offer general recommendations to support healthier lifestyle choices. Health and wellbeing markers are indicators that provide insights into various aspects of an individual's health. These markers can help identify areas that may benefit from lifestyle changes or further medical evaluation. The information obtained from these markers can guide individuals in making informed decisions about their health and wellbeing. It is intended to support overall wellbeing, guide individuals towards appropriate services, and encourage healthier lifestyle choices.

### 2.1 Components of the Service:

The health check comprises two parts: a survey and a physical assessment:

- **Survey:** The survey assesses health status along with various factors influencing overall health and wellbeing, including current health conditions, financial health, psychological health, sleep, alcohol use, diet, exercise, and smoking status.
- **Physical Assessment:**
  - Blood pressure
  - Heart rate
  - Body composition (including height, weight, and body fat percentage)
  - Hearing screen
  - Distance vision screen
  - Capillary (finger prick) tests for HbA1c (a measure of diabetes risk) and lipids

*Note: Some participants may not be appropriate candidates for certain elements of the physical assessment, or it may not be necessary for them to undergo these elements.*

## **2.2 Risks of the Physical Assessment**

While the physical assessment is designed to be generally safe, there are potential risks involved, including but not limited to:

Capillary (finger prick) tests: May cause slight pain, bleeding, bruising, or infection at the puncture site.

Bioelectrical impedance analysis (BIA): Contraindicated for participants with a cardiac rhythm management device (e.g., pacemaker) due to the electrical current used in the test.

Participants are encouraged to discuss any concerns with the assessment staff before proceeding and to inform them of any conditions that may affect their ability to safely complete the assessment.

## **2.3 Important Considerations and Limitations**

The health check aims to provide general guidance on health and wellbeing markers. However, it is not a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health providers with any questions you may have regarding a medical condition.

Please note that this service does not constitute a diagnosis. It is a general health assessment and not a comprehensive medical examination, and it does not rule out or reduce the chance of any health condition or disease.

The results and recommendations provided are based on the information obtained during the survey and physical assessments. Some health conditions may be missed due to the nature and scope of these assessments.

## **3. Voluntary Participation and Consent**

Participation in the health check is voluntary. By participating, you consent to the following:

- The collection and use of your personal and health data as described in this document.
- Receiving health check results and recommendations based on the collected data.
- The possibility of being contacted for feedback.
- Your participation in the health check as described in this document.

You have the right to:

- Withdraw from the service at any time.
- Decline to answer any specific questions or undergo any specific assessments.

## **4. Privacy and Data Security**

### **4.1 Data Collection**

We collect personal and health-related data during the health check process. This includes:

- Personal information (e.g., name, date of birth, contact details)
- Health data (e.g., test results, lifestyle information)
- Technical information (e.g., IP address, browser type, access times) when you use our technical platforms, such as MILO and for the questionnaire.

### **4.2 How We Use Your Information**

- Service Provision: To provide and manage the Health Check, including scheduling assessments, conducting assessments, generating health reports, and offering recommendations.
- Service Improvement: To develop and improve Helix Wellbeing Limited's service.
- Communication: To communicate with you regarding your participation in the Service, including appointment reminders and feedback requests.
- Anonymised and Aggregated Data Reporting: To contribute to anonymised and aggregate data to identify trends and inform health and wellness initiatives for your employer.

### **4.3 Data Protection and Privacy**

We are committed to protecting your privacy. Your health data is stored securely on protected data stores, with access strictly limited to authorised personnel, including those conducting your assessment. We adhere to stringent data protection standards, including industry-standard data encryption and access control measures. Our IT leadership team oversees data protection, ensuring data security and preventing unauthorised access.

### **4.4 Data Sharing**

Your identifiable data will not be shared with third parties without your explicit consent, except as required by law or to protect the rights and safety of our clients and the public.

Anonymised and aggregated data will be used to analyse the overall health of your organisation. This will assist your organisation with developing targeted wellness initiatives and supports strategic planning for employee health and wellbeing improvements.

Helix Wellbeing Limited is a subsidiary of Union Medical Benefits Society Limited (UniMed). Anonymised and aggregated data will also be shared with UniMed to help provide a better service for its members. Please note that this information will not in any way impact any future or existing health insurance coverage you may have with UniMed.

## **5. Your Rights**

You have the right to request a copy of any personal and health information we collect and hold about you, and to request corrections if you believe it is inaccurate. If you would like to request a copy of your information or have it corrected, please contact us using the contact information provided below.

## **6. Participant Responsibilities**

### **6.1 Accuracy of Information**

You agree to provide accurate and truthful information during the registration and assessment processes.

### **6.2 Compliance with Instructions**

You agree to follow all instructions provided by health professionals during the assessment process.

## **7. Complaints**

If you have any complaints regarding the health check service, you can contact the Helix Check Service directly using the contact information below:

### **Helix Health Checks:**

- Address: Level 3/165 Gloucester Street, Christchurch Central City, Christchurch 8011
- Phone: 0800600666
- Email: [health.check@unimed.co.nz](mailto:health.check@unimed.co.nz)

You may also reach out to the following organisations to make a complaint:

### **Privacy Commissioner**

- Website: [www.privacy.org.nz](http://www.privacy.org.nz)
- Phone: 0800 803 909
- Address: PO Box 10094, Wellington 6143, New Zealand

**Health and Disability Commissioner**

- Website: [www.hdc.org.nz](http://www.hdc.org.nz)
- Phone: 0800 11 22 33
- Address: PO Box 1791, Auckland 1140, New Zealand

**9. Limitation of Liability**

To the fullest extent permitted by law, Helix Wellbeing Limited will not be liable for any direct, indirect, incidental, special, or consequential damages resulting from your participation in the health check service.

**10. Termination**

Helix Wellbeing Limited reserves the right to terminate or suspend your access to the Service at any time, with or without cause or notice.

**11. Amendments**

Helix Wellbeing Limited may amend these Terms from time to time. Any amendments will be communicated to you in writing. Continued participation in the Service after such amendments constitutes your acceptance of the new Terms.

**12. Contact Information**

If you have any questions about these terms, the health check service, or wish to file a complaint, please contact us at:

**Helix Health Checks**

Level 3/165 Gloucester Street, Christchurch Central City, Christchurch 8011

0800 600 666

[health.check@unimed.co.nz](mailto:health.check@unimed.co.nz)

## **Acknowledgment and Consent to Participate in Helix Health Check**

By registering for the Helix Health Check, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service and consent to participate in the Helix Health Check.