

Privacy Policy

Effective Date: 31st July 2026

Last Updated: 31st July 2026

1. Introduction

Welcome to **CareRooster**, a Software-as-a-Service ("SaaS") platform owned and operated by **Swiftcare Training Sdn. Bhd.** (Company Registration No. [Insert Registration Number]) ("Swiftcare", "CareRooster", "we", "our", or "us").

Swiftcare is committed to protecting your privacy and ensuring that your personal data is handled responsibly and securely. This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you visit www.carerooster.life or access and use the CareRooster platform (collectively, the "Platform").

By accessing or using the Platform, you acknowledge that you have read, understood and agree to this Privacy Policy.

2. Scope of this Privacy Policy

This Privacy Policy applies to:

- Visitors to our website;
- Organizations subscribing to the CareRooster Platform;
- Authorized users of the Platform; and
- Individuals who communicate with us regarding our products or services.

This Privacy Policy does not apply to third-party websites or services that may be linked from our Platform.

3. Information We Collect

We may collect the following categories of information.

3.1 Personal Information

Information that identifies or relates to an individual, including:

- Full name
- Email address

- Telephone number
- Job title
- Employer or organization name
- Login credentials
- Profile information

3.2 Organization Information

Where your organization subscribes to CareRooster, we may collect:

- Organization name
- Business address
- Billing information
- Subscription details
- Authorized administrator information

3.3 Platform Data

The CareRooster Platform enables nursing home operators to manage their workforce and operational activities. Depending on how the Platform is used, authorized users may upload or manage information including:

- Employee records
- Staff schedules and rosters
- Attendance records
- Shift assignments
- Internal operational notes
- Resident-related operational information
- Care management records maintained by the subscribing organization

Such information remains under the control of the subscribing organization. Swiftcare processes this information solely for the purpose of providing the CareRooster Platform.

3.4 Technical Information

When you use our Platform, we may automatically collect technical information including:

- IP address

- Browser type and version
- Device information
- Operating system
- Login timestamps
- Pages visited
- Usage statistics
- Diagnostic information
- Error logs

4. How We Collect Information

We collect information:

- Directly from users when registering or using the Platform;
- From organization administrators creating user accounts;
- Through communications with our support team;
- Automatically through cookies and similar technologies; and
- From authorized third-party integrations where applicable.

5. How We Use Your Information

We use personal information to:

- Provide and operate the CareRooster Platform;
- Create and administer user accounts;
- Authenticate users and maintain system security;
- Provide customer support;
- Process subscription and billing arrangements;
- Improve platform performance and user experience;
- Monitor usage and troubleshoot technical issues;
- Communicate important service updates;

- Respond to enquiries;
- Comply with legal and regulatory obligations; and
- Protect the rights, property and security of Swiftcare, our customers and users.

We will only process personal information for lawful purposes and in accordance with applicable data protection laws.

6. Data Ownership

The subscribing organization retains ownership of all operational data uploaded to the Platform.

Swiftcare does not claim ownership of customer data.

Swiftcare acts as a technology service provider and processes customer data solely for the purpose of delivering, maintaining and supporting the CareRooster Platform.

7. Disclosure of Information

We may disclose personal information to:

- Cloud hosting providers;
- Payment service providers;
- Technology vendors supporting our services;
- Professional advisers including auditors, accountants and legal advisers;
- Government authorities where required by law; and
- Other parties where disclosure is authorized or required by applicable law.

We do not sell, rent or trade personal information to third parties.

8. Cookies and Similar Technologies

Our website may use cookies and similar technologies to:

- Maintain secure login sessions;
- Remember user preferences;
- Improve website functionality;
- Analyze website usage; and

- Enhance user experience.

Users may manage or disable cookies through their browser settings. Certain features of the Platform may not function properly if cookies are disabled.

9. Information Security

Swiftcare implements reasonable administrative, technical and organizational safeguards designed to protect personal information against unauthorized access, disclosure, alteration or destruction.

Our security measures may include:

- Secure cloud infrastructure;
- Encryption of data in transit where appropriate;
- Role-based access controls;
- Password protection and authentication controls;
- System monitoring and logging;
- Routine backups; and
- Regular security maintenance.

While we strive to protect personal information, no method of electronic transmission or storage can be guaranteed to be completely secure.

10. Data Retention

We retain personal information only for as long as necessary to:

- Provide our services;
- Fulfil contractual obligations;
- Comply with legal and regulatory requirements;
- Resolve disputes; and
- Enforce our legal agreements.

Upon termination of a customer's subscription, data may be retained for a reasonable period before secure deletion, unless otherwise required by law or agreed with the customer.

11. International Data Transfers

Depending on the location of our infrastructure or service providers, personal information may be transferred to and processed in jurisdictions outside your country of residence.

Where such transfers occur, we will take reasonable steps to ensure appropriate safeguards are implemented to protect your personal information.

12. Your Rights

Subject to applicable laws, you may have the right to:

- Request access to your personal information;
- Request correction of inaccurate or incomplete information;
- Request deletion of personal information where legally permitted;
- Withdraw consent where processing is based on consent;
- Object to certain processing activities; and
- Request information regarding how your personal information is processed.

Requests may be submitted using the contact details below.

13. Third-Party Services

The Platform may contain links to or integrate with third-party applications or services.

Swiftcare is not responsible for the privacy practices or content of third-party websites or services. Users are encouraged to review the privacy policies of those providers before providing personal information.

14. Children's Privacy

The CareRooster Platform is intended solely for use by authorized personnel of healthcare and aged care organizations.

It is not intended for use by children, and we do not knowingly collect personal information directly from children through the Platform.

15. Changes to this Privacy Policy

Swiftcare may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or business practices.

Any revised version will be published on this page together with the updated "Last Updated" date. Continued use of the Platform following publication of any changes constitutes acceptance of the revised Privacy Policy.

16. Contact Us

If you have any questions regarding this Privacy Policy or wish to exercise your privacy rights, please contact:

Swiftcare Training Sdn. Bhd.

Company Registration No.: 202101004647 (1404943-T)

Website: <https://www.carerooster.life>

Email: privacy@carerooster.life

If you are contacting us regarding personal data held by your employer or organization within the CareRooster Platform, you should also contact your organization directly, as it may be the primary controller of that information.

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