Royal Melbourne Hive - End User Licence Agreement (EULA) and Research Consent

Your privacy and confidentiality is our #1 concern:

1. Employers do not have access to your information.
2. We collect just enough info to set up the app (email) and to be polite (using your preferred name)
3. It's your choice how much information you share.
4. Anything you choose to share will help us understand who is using the app and how to improve it.

The Royal Melbourne Hive App (Hive) is a digital platform and app that provides support to health workers mental health and well-being. Hive includes video content and information on how health workers can take care of themselves, their colleagues and team members that the health care worker may be responsible for.

If serious mental illness is suspected, you should seek urgent medical attention from a trained health care professional who can examine you and provide appropriate medical advice, diagnosis and treatment.

Hive is not a substitute for independent professional advice from your qualified health care professional.

Hive may be of assistance in the treatment of certain conditions however Hive does not provide any form of or medical or psychological advice or prognosis. If you have any concerns regarding the use of Hive, please talk with your GP or other relevant health care provider. If symptoms worsen or you have any medical concerns seek medical help.

Information and services are for information purposes only. By downloading Hive you: (a) acknowledge that you will in no way whatsoever rely on any of its information, data, text, software, music, sound, photographs, graphics, video messages or other material ("Content"); (b) acknowledge that all Content displayed or generated by Hive is only of a general and informational nature; and (c) use of Hive is entirely at your own risk.

Hive is provided on an "as is" and "as available" basis and the Royal Melbourne Hospital (RMH), its affiliates, business partners (including the University of Melbourne) and their respective employees, officers, agents and contractors make no representation nor warranty that all Content or information is complete, accurate, up-to-date or appropriate. RMH does not guarantee or assume any legal liability or responsibility for the accuracy, currency or completeness of any Content. In no circumstances does RMH, its affiliates, business partners (including the University of Melbourne) and their respective employees, officers, agents and contractors accept any liability for any injury, loss or damage incurred by use of or in reliance on Hive whether arising from negligence or otherwise.

Hive may contain links to third party websites. The inclusion of any such link is in no way an endorsement nor guarantee of the veracity of the external website or the view/opinions expressed therein.

End users may access Content for individual use, e.g., may view the information on screen; screen shot; and may print paper copies of small portions for personal use only. The rights granted here are an expansion of the rights granted under the Copyright Act and do not include any rights to reproduce in its entirety any portion of the Content. No part of the Hive nor its' Content may be duplicated in any medium or format beyond the express terms of this EULA without prior written authorisation from RMH. Any use not authorised by this EULA is prohibited and is not a fair use under Australian and International copyright law. You may only use Hive for non-commercial or personal use.

These terms and conditions are governed by the laws of Victoria, Australia. You agree to submit to the exclusive jurisdiction of the Courts within Victoria for any disputes. These terms and conditions constitute the entire agreement between you and RMH concerning your use of Hive. RMH reserves the right to withdraw or delete information or Content from Hive at any time.

Research and Procedures

Hive is part of the Hive research program that aims to develop resources to support wellbeing and connectedness for healthcare workers in hospital settings. Hive is accessible for iPhone, or Android smartphones to access content and information that helps healthcare workers to feel connected, informed and supported. Content has been co-designed with healthcare workers and informed by mental health experts and creative artists. The Hive program of work has ethics approval from the University of Melbourne.

You are invited to use Hive to support you in your work connectedness and wellbeing. The following explains the research use of data within Hive.

On registering for Hive you will be asked to create a profile and you will be allocated a code. Any identifying information you provide (name/contact details) will be stored in an encrypted format separate from the data. The research team will be given access to your data to examine the impact that Hive may have on self-assessed mental health. You'll be asked some questions when you sign on and start using the app that are about emotional well-being and mental health.

Duration of Research

Subject to the terms of this EULA, you can use Hive in whatever manner you feel is appropriate. This data will be used to evaluate Hive up to and including December 2020.

Benefits of Hive

Your input will help ensure that Content and design meets the needs of healthcare workers in a way that meaningfully and effectively supports your wellbeing and connectedness and those of your colleagues, families, and patients. We will ask for your feedback to refine Hive. Through your use of the Hive and self-assessment kiosk you will be able to access information to support your health and track your wellbeing over time in a user-friendly and confidential way. You will be able to access evidence-based resources and suggested resources that can be used to support your sense of wellbeing and connectedness.

Risks of Hive

Some of the topics that will be covered can be sensitive for some people and could lead to psychological distress. In addition to support in Hive, RMH provides access to the following support programs:

The Employee Assistance Program:	1300 687 327
The Peer Support Program:	9342 7000
The COVID-19 Health and Wellbeing program:	9342 5497

Withdrawing

You are able to withdraw personal details we might have at any time by contacting the research team at: HIVE-study@unimelb.edu.au Your personal details may be able to be withdrawn, but it will not be possible to withdraw Hive use data due to how it is processed automatically.

Information sharing

All information will be securely stored in Heroku and will be de-identified. All data entered into the Hive will be stored by CURVE TOMORROW PTY LTD ABN 19 140 128 150 (CURVE) following industry best standards for Personal Health Information and Data Security. Data is kept safe using industry-standard encryption over the wire and at rest. CURVE complies with data regulations to keep data in Australia and comply with the OWASP Healthcare guidelines, Australian Privacy Act, ISO AS/NZ 27001, ISO AS/NZ 27017, ISO AS/NZ 27018 and SOC2.

All research related information will be securely stored on University of Melbourne servers with access limited to the research team. All study information will be stored for 7 years following publication of the final paper from this study at which time it will be securely destroyed. You can contact HIVE-study@unimelb.edu.au

Who can I contact if I have any concerns about the project?
The Hive research project has been approved by the Human Research Ethics Committee of The University of Melbourne (2056866). If you have any concerns or complaints contact the Manager, Human Research Ethics, Research Ethics and Integrity, University of Melbourne, VIC 3010. Tel: +61 3 8344 2073 or Email: HumanEthics-complaints@unimelb.edu.au. All complaints will be treated confidentially. In any correspondence please provide the name of the research team or the name or ethics ID number of the research project.

To show us that you understand and accept the above terms and conditions, please press the "Agree" below.

AGREE BUTTON   DECLINE BUTTON