

What to expect from Healix Sentinel Travel Tracker

Your employer, Federation University Australia, has contracted with Healix International, a Travel Risk Management Service provider, to provide employees with assistance in relation to travel risks and emergencies prior to and during company related travel or assignment. Healix Sentinel Travel Tracker enables your employer to stay fully aware of critical incidents that might affect the global workforce and enable quick communication in real-time to ascertain your safety and to provide assistance if required.

Why?

With the risk of high impact security incidents and crises occurring in even some of the traditionally safest environments, it is vital that your employer can identify and react to any potential risks to care for employees and comply with their Duty of Care.

Data Information

Healix collect location data from two sources and combine this with real-time intelligence in an easy to navigate portal designed to provide a global real-time view of employees on an interactive map:

The Healix Sentinel App

The app enables you to subscribe to countries and receive security alerts and notifications from the Healix Intelligence Analysts who monitor, corroborate, and analyse breaking developments and potential threats as they happen. When a critical incident occurs, impact radius and geo-fencing is used to rapidly identify all employees in the affected area and if needed to contact each individual to ascertain their safety and wellbeing.

The location is identified based on Global Positioning System (GPS) location data collected directly from the employee via the Healix Sentinel Travel Oracle app. This requires the employee to activate the "Location Services" in the app. The GPS feed enables the authorised Risk Manager a real-time global view of applicable employees on an interactive map and allows appropriate actions to be taken. Subject to your internal policies, it is optional to turn on GPS location tracking. The GPS location setting can be changed at any point in the app Settings under "Location Services". When you register for the app, Healix will also collect your name and email address, employer specific ID and usage data. To receive notifications via SMS you must enter your mobile number in the app Settings or within the Profile section of the app.

Travel Itinerary Data

Healix will receive an automated direct information feed via your travel agency. This will include information such as: your name, email, date of birth (used as an identifier), phone number, employer and travel specific information such as flight details (departure country/city, arrival country/city, departure date/time, arrival date/time) and hotel / accommodation details (country/city, check-in date/time, check-out date/time).

Who can access my data?

- Authorised individual(s) nominated by your employer during the implementation process can access an online real-time dashboard. This is usually an individual in a role such as a Risk Manager who will have access to name, email address, phone number, GPS location data, itinerary information, alert information and status of requests (sent, responded, no response).
- You will have access and control over the app and will be able to change settings or even remove the app as needed. You will not have access to the portal as only accumulated data is available that you do not have a need to access.
- Your employer will receive reports as requested and specified during the implementation stage.
- Healix IT has access to all data for the purpose of providing the service and ongoing admin support.
- Healix will not share the data with anyone else.

More information on the app is available under the Legal setting in the app: Terms of Use and Privacy Notice. Please see further instructions overleaf.

How do I access our Travel Risk Management Services?

Download the mobile app at the Apple App Store or Google Play Store

Please be sure to register the first time with policy number:
FUA221193

Go to Travel Oracle at: <https://tow.healix.com/login>

Please be sure to register the first time with policy number:
FUA221193

Call the 24/7/365 Assistance helpline at any time:

+61 2 8907 5995

Email: **FUA@healix.com**

(Note: email responses will come from InternationalHealthcare@healix.com)

Security related calls are triaged to security specialists at our 24/7/365 Operations Centre. They will offer immediate support with:

- Travel risk and travel security advice
- Travel alerts and special incident advisories
- Assisting victims of crime
- Assistance in cases of arrest or detention
- Assistance in cases of kidnapping
- Security and political evacuation
- Close protection and secure drivers

For any technical questions/support, please email techsupport@healix.com

How can Healix help?

At Healix, we work with organisations to proactively mitigate risks before they happen and expertly manage them when they do, protecting your people, operations and assets wherever they are.

Discover more about how we can support you

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