Australian Government
Services Australia
Australian Digital Health Agency

Healthcare Identifiers Service
My Health Record system
Application to register a contracted service provider organisation (HW012)

When to use this form

Use this form to:

- register a contracted service provider (CSP) organisation and a CSP officer with the Healthcare Identifiers (HI) Service (complete **Part A**)
- register a CSP organisation and a CSP officer with the My Health Record system (complete **Part B**)
- request a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate for your CSP organisation (complete **Part C**).

Services Australia uses the HI Service to register a CSP. A CSP is issued with a 16 digit registration number. This number is not a healthcare identifier. Registration in the HI Service is required before your CSP organisation can be registered in the My Health Record system or issued a NASH PKI certificate. If you are completing **Part B** or **C**, you must already be registered with the HI Service or you must complete **Part A**.

Contracted service provider organisations

A CSP organisation is a legal business entity that is registered with the HI Service by the CSP officer.

A CSP organisation provides the following services under contract to a healthcare provider for HI Service or My Health Record purposes:

- information technology systems
- communication of health information
- health information management.

Register a contracted service provider with the Healthcare Identifiers Service and My Health Record

To register a CSP organisation an authorised person must apply to be registered as the CSP officer. A CSP officer must be linked at the time of the CSP organisation registration.

To be registered as a CSP officer the individual must be residing in Australia and have an Australian business or residential address.

Eligibility and ongoing requirements for registration with the My Health Record system

A CSP organisation must meet specific eligibility requirements before it can be registered with the My Health Record system.

Eligibility requirements are set out in Section 48 of the *My Health Records Act 2012*, including that a CSP organisation complies with the requirements prescribed in Division 4 of Part 3 of the My Health Records Rules 2026.

In addition, a CSP organisation must comply with several ongoing requirements as set out in the *My Health Records Act 2012*, including the conditions of registration prescribed in Division 4 of Part 4 of the My Health Records Rules 2026.

Requirements include, but are not limited to:

- complying with any direction from the My Health Record System Operator to delete information or a record, where applicable
- making sure a CSP officer(s) carries out the duties of the role
- notifying the My Health Record System Operator within 2 business days of changes, including, but not limited to:
  - changes to the CSP officer(s) or CSP officer(s) contact details
  - the CSP organisation commencing or ceasing to provide contracted services to a registered healthcare provider organisation
  - the CSP organisation ceasing to be eligible for registration
- complying with interoperability requirements
- providing assistance to the My Health Record System Operator on request
- making sure the security and access policy is:
  - implemented, enforced, and communicated to the CSP provider organisation's employees and each user
  - kept up-to-date, contains a version number, date of effect, and reviewed at least annually, when material changes occur, risks are identified and on request of the My Health Record System Operator
- retaining a copy of each version of the security and access policy for at least 5 years
- retaining records in accordance with the requirements set out in rule 65 of the My Health Records Rules 2026
- providing a copy of the security and access policy or the records kept under rule 65 of the My Health Records Rules 2026 to the My Health Record System Operator within 7 days of a request made by the System Operator
- accessing the My Health Record system or using health information in a healthcare recipient's My Health Record as authorised under the *My Health Records Act 2012*, including in accordance with rule 67 of the My Health Records Rules 2026.

The *My Health Records Act 2012* and My Health Records Rules 2026 are available at **legislation.gov.au**

Role of a contracted service provider officer

A CSP officer is responsible for:

- the creation of a CSP organisation
- receiving communications from the My Health Record System Operator about the operation of the My Health Record system
- acting as the contact between the My Health Record System Operator and the CSP organisation
- retiring the CSP organisation if the organisation is no longer operating in that capacity
- requesting to reinstate a CSP organisation record that has been retired in error
- updating their own demographic details
- updating the details of the CSP organisation they represent with the service operator and the My Health Record System Operator.

A CSP organisation must have one and up to a maximum of 3 CSP officers linked.

If an individual is registered in the HI Service in another capacity (for example, as a responsible officer (RO), organisation maintenance officer (OMO) or individual healthcare provider) and that individual is applying to become a CSP officer, existing details may be linked to a CSP organisation using this form.

Role of an Authoriser and Certificate Manager

An Authoriser is a person within an organisation (for example, CEO, company director, partner or company owner) who has the capacity to commit the business and appoint a Certificate Manager.

A Certificate Manager is an individual authorised by an Authoriser of an organisation to perform certain functions in the management and application of the organisation's business certificates. An organisation may have more than **one** Certificate Manager.

Creating links

Establishing a link creates an association between the healthcare provider organisation record and the CSP organisation. This association authorises the CSP organisation to act on behalf of the healthcare provider organisation in its dealings with the HI Service or the My Health Record system. The RO or OMO of the healthcare provider organisation must establish the link between their organisation and the CSP organisation. To do this in Health Professional Online Services (HPOS), go to **servicesaustralia.gov.au/hpos**

Getting a National Authentication Service for Health Public Key Infrastructure certificate

You need a NASH PKI certificate to access the HI Service. You will need to check with your software vendor to make sure you are able to access the HI Service. If a NASH PKI certificate has already been issued, HI Service access will be added to the existing certificate.

A NASH PKI certificate can also be used to access the My Health Record system.

To apply for a NASH PKI certificate, complete **Part C** of this form.

Connecting to the Healthcare Identifiers Service and the My Health Record system

A CSP organisation may use their software to connect to the HI Service, the My Health Record system, or both. Before connection, software products must undergo testing to make sure the software functions correctly.

Software used by CSP organisations to connect with the HI Service must have passed **HI Service** Notice of Connection (NOC), and Conformance, Compliance and Accreditation (CCA) testing.

Software used by CSP organisations to connect with the My Health Record system must have passed the **My Health Record** NOC, and Conformance, Compliance and Declaration (CCD) testing.

Documents needed to prove identity

If you have previously provided us with enough evidence of identity (EOI), you do not need to do it again. You can provide your known customer or registration number.

Evidence of identity

If you are **not** a known customer, you must provide a minimum of **one** document from the primary group and **one** document from the secondary group. You must include a deed poll or marriage certificate if there is a difference in name in these documents.

Primary group

- Australian passport
- Australian birth certificate
- Australian citizenship certificate
- foreign passport
- Australian driver licence
- Australian Government issued proof of age card or photo card
- ImmiCard

Secondary group

- Department of Foreign Affairs and Trade (DFAT) issued Certificate of Identity or Document of Identity
- DFAT issued United Nations convention travel document
- Australian marriage certificate
- Australian change of name certificate
- foreign government issued documents (for example, driver licence)
- Medicare card
- enrolment with the Australian Electoral Commission
- security guard or crowd control photo licence
- evidence of right to a government benefit (Department of Veterans' Affairs or Centrelink)
- consular photo identity card issued by DFAT
- police force officer photo identity card
- Australian Defence Force photo identity card
- Commonwealth, state or territory government photo ID card
- Aviation security identification card
- Maritime security identification card
- firearms licence
- credit reference check
- Australian tertiary student photo identity document
- certified academic transcript from an Australian university
- trusted referee's report
- bank or credit card
- other authoritative online sources of evidence verified by a Third Party Identity Provider.

Certified copies of original documents

If you are attaching documents, the copies provided must be certified. For information about how to certify documents, go to **servicesaustralia.gov.au/hiservice**

Authority to commit the organisation

If your organisation has a NASH PKI certificate **and** you are listed as the approved person, this number can be provided as evidence of the business **and** your authority to commit the business.

If the organisation is not a known customer you must provide documentary evidence of the existence of the organisation as a legal business entity and your authority to commit the business. Acceptable documentary evidence includes a certified copy of one of the following documents:

- certificate of registration of a company issued by the Australian Securities and Investments Commission (ASIC) and your name listed as the Public Officer
- the notice issued by the Registrar of the Australian Business Register (ABR) bearing the business entity's name, Australian Business Number (ABN) and your name listed as the Public Officer
- the organisation's appointment as a trustee (if the legal structure is a trust) with you as a stakeholder
- contract for sale or purchase of business addressed to you
- statement of transaction issued by a financial institution in the name of the company, addressed to you and less than 1 year old
- lease agreement for the organisation's primary place of business addressed to you
- rates notice for the organisation's primary place of business addressed to you
- certificate of change of name for the organisation issued by the ASIC and addressed to you
- a document issued by the Australian Taxation Office with the organisation's name and tax file number and addressed to you.

If you are not listed on these documents you will also need to establish that you are authorised to act on behalf of the organisation and to commit the business. You may need to provide one of the following:

- an affidavit or statutory declaration sworn by a member of the board or executive of the organisation
- a deed of appointment
- any other documentation which displays that you hold a position of authority to commit the business.

For more information about the Healthcare Identifiers Service

You can:

- go to **servicesaustralia.gov.au/hiservice**
- email **healthcareidentifiers@servicesaustralia.gov.au**

  There may be risks with sending personal information through unsecured networks or email channels.
- call 1300 361 457 Monday to Friday, 8:30 am to 5 pm, Australian Eastern Standard Time.

For more information about the My Health Record system

Go to **digitalhealth.gov.au** or call 1800 723 471 Monday to Friday, 8:30 am to 5 pm, Australian Eastern Standard Time.

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader, or you can print it.

For help on how to fill in our forms, go to **servicesaustralia.gov.au/formhelp**

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.
- Do not use correction fluid or tape.
- Where you see a box like this ☐ ***Go to 1*** skip to the question number shown.

Returning this form

Return this form and any supporting documents by:

- **email** to **healthcareidentifiers@servicesaustralia.gov.au** There may be risks with sending personal information through unsecured networks or email channels.
- post to

  Services Australia
  HI Service
  PO Box 7788
  CANBERRA BC ACT 2610

PART A — Healthcare Identifiers Service

Contracted service provider officer's details

- If you only need to access the HI Service, complete **Part A** and **Part C**.
- If you need to access the My Health Record system and HI Service, complete **Part A**, **Part B** and **Part C**.

As the person completing this form, you will be the CSP officer for the CSP organisation being registered. If more than one CSP officer is registering, **Part A** must be copied and completed for each individual applying to become a CSP officer of the CSP organisation being registered.

Known customer

1 Are you a **known customer**?

No ☐ ▶ Certified EOI must be provided with this application ▶ ***Go to 3***

Yes ☐

2 Type of known customer

Tick one only and provide the associated number in the field below

You have an existing individual Provider Digital Access (PRODA) Registration Authority (RA) number ☐

You are an existing RO of a healthcare provider organisation *(RO number)* ☐

You are an existing CSP officer registered in the HI Service *(CSP officer number)* ☐

You are the Certificate Manager for a healthcare provider organisation's existing NASH PKI certificate *(RA number)* ☐

Known customer number

3 Dr ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other ☐

Family name

First given name

Second given name

4 Date of birth (DD MM YYYY)

5 Gender

Male ☐

Female ☐

Non-binary ☐

The address, phone number and email address provided must be for business purposes. This information is required for both the HI Service and NASH PKI registration and, if relevant, will also be used for the My Health Record system.

6 Applicant's business address

Postcode

7 Daytime phone number (including area code)

Email

Contracted service provider organisation's details

If the CSP operates under a trading or preferred name, this name will appear within your organisation's NASH PKI certificate.

8 Organisation's legal name

9 Trading or preferred name (if different to above)

10 Organisation's Australian Business Number (ABN) or Australian Company Number (ACN)

ABN

OR

ACN

11 **Tick one preferred address for communication**

Business address

Postcode ☐

Postal address (if different to above)

Postcode ☐

MCA0HW012 2610

12 **Tick one preferred method of communication**

Daytime phone number (including area code)

Mobile phone number

Fax number (including area code)

Email

Contracted service provider organisation's National Authentication Services for Health Public Key Infrastructure certificate

13 Does the CSP organisation already have a NASH PKI certificate?

No ☐

Yes ☐ Existing NASH PKI RA number

Access to the HI Service will be linked to your CSP organisation's existing certificate.

Go to 15

14 Does the CSP organisation want a NASH PKI certificate?

No ☐

Yes ☐

Checklist – Part A

15 Which of the following documents are you providing with this form?

Your application cannot be processed unless all relevant questions are answered and supporting documentation is provided to us. Where you are asked to provide documents, provide certified documents.

If you are not sure, check the question to see if you should provide the documents.

Certified EOI for the CSP officer (if you answered No at **question 1**) (refer to **Documents needed to prove identity** on page 2)	☐
Evidence that the CSP officer has the authority to commit the organisation (if applicable) (refer to **Authority to commit the organisation** on page 3)	☐
CSP officer's details (required at **question 1** to **7**)	☐
CSP organisation's details (required at **question 8** to **14**)	☐

Privacy notice – Part A

16 Your personal information is protected by law, including the *Privacy Act 1988* and *Healthcare Identifiers Act 2010*.

Your personal information is collected by Services Australia as the service operator of the Healthcare Identifiers Service, for the purposes of the registration of an organisation as a contracted service provider.

The collection of this information is authorised by the *Healthcare Identifiers Act 2010* and *Privacy Act 1988*. Without this information, your application cannot be processed.

Your personal information may be used by Services Australia or given to other parties, such as other Australian Government departments and agencies, where you have agreed to that, or where it is required or authorised by law (including the *Healthcare Identifiers Act 2010* and *Privacy Act 1988*).

You can get more information about the way in which Services Australia will manage your personal information, including our privacy policy, at **servicesaustralia.gov.au/privacypolicy**

The My Health Record System Operator will collect personal information in this form from Services Australia for the purpose of the My Health Record system and may also use and disclose this information as required or authorised by law, including the *My Health Records Act 2012* and *Privacy Act 1988*.

For more information, see the My Health Record System Operator's privacy policy at **digitalhealth.gov.au/privacy**

Declaration

17 **I declare that:**

- I have attached certified copies of relevant documentation to support this application
- I will only access and use healthcare identifiers for the purposes defined in the *Healthcare Identifiers Act 2010*
- I understand the roles and responsibilities of the contracted service provider officer role
- the information I have provided in this form is complete and correct.

I acknowledge and confirm (on behalf of myself and the contracted service provider organisation that I represent) **that:**

- the individuals and organisations mentioned in this form consent to Services Australia, the Healthcare Identifiers service operator and the My Health Record System Operator collecting, using and disclosing to each other information and identifiers about those individuals and organisations, for the purposes outlined above (see **Privacy notice** on this page).

I understand that:

- penalties for unauthorised access and misuse apply under the *Healthcare Identifiers Act 2010*.
- giving false or misleading information is a serious offence.

Contracted service provider officer's signature

On completion, print and sign by hand.

Date (DD MM YYYY)

PART B — My Health Record system

- If your **CSP organisation is not registered in the HI Service**, you must complete **Part A** of this form first. The applicant in **Part A** and **Part B** needs to be the same person.
- If your **CSP organisation is already registered in the HI Service** and you have been notified of the organisation's CSP number, **Part B** can be completed and lodged independently of **Part A**.

Applicant's details

1 CSP officer number (if known)

2 Dr ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other ☐

Family name

First given name

Second given name

3 Date of birth (DD MM YYYY)

4 Daytime phone number (including area code)

If more than one CSP officer is required to be linked to this CSP organisation after registration, an **Application to add, replace or remove a contracted service provider officer (HW046)** form must be completed for each additional CSP officer.

Contracted service provider organisation's details

5 CSP organisation's name

6 Is the CSP organisation already registered in the HI Service?

No ☐ You must complete **Part A** of this form

Yes ☐ CSP organisation's number

Conformant software details

In order to register as a CSP, your organisation must use a software product that has passed the My Health Record CCD and NOC testing for CSPs and has been granted production access to the My Health Record system.

7 Software product name

8 Software product version

Privacy notice – Part B

9 When you apply to register the organisation you represent as a participant in the My Health Record system, personal information in this form will be collected by the Australian Digital Health Agency, as System Operator of the My Health Record system. The purpose of collecting this personal information is:

- to verify your identity, the identity of your organisation and your role as a contracted service provider officer in the organisation, and
- to manage the My Health Record system.

Without this information your organisation cannot be registered to participate in the My Health Record system.

The collection and disclosure of this information is required to process your application. Officers from Services Australia may also be required, by law, to collect, use or disclose this information on behalf of the System Operator.

For the purpose of verifying your identity, your personal information will be compared to information about you held by the Chief Executive Medicare (as the service operator under the *Healthcare Identifiers Act 2010)*. A copy of your application, including any documents provided as evidence of identity, is kept by the My Health Record System Operator for record keeping purposes.

Once your organisation is registered, your personal information is not stored on the My Health Record system. Rather, your personal information is stored by the Chief Executive Medicare as part of the Healthcare Identifiers Service and disclosed to the System Operator of the My Health Record system and their delegates.

Information about your organisation, excluding personal information, may be disclosed to:

- the Chief Executive Medicare for the purpose of verifying the identity of the organisation
- registered individuals and people acting on their behalf
- registered healthcare provider organisations
- government agencies and programmes (such as the Healthcare Identifiers Service)
- authorised organisations (such as private firms contracted by the System Operator or other healthcare providers)
- organisations that store the documents for the My Health Record system.

The System Operator is required by law to handle and store information in the My Health Record system in Australia.

How you manage your organisation's registration details, including your personal information, once your organisation is registered depends on the type of organisation. To access forms available to help you manage your organisations details, go to **servicesaustralia.gov.au** and search for 'contracted service provider'.

You can get more information about the way in which Services Australia will manage your personal information, including our privacy policy, at **servicesaustralia.gov.au/privacypolicy**

This statement includes information about how to access and seek correction of your information, how to make a complaint if you think someone has breached your privacy and how complaints are dealt with.

For information about My Health Record system privacy, go to **digitalhealth.gov.au/privacy**

Declaration

10 I declare that:

- the contracted service provider organisation is eligible for registration with the My Health Record system in accordance with the requirements of the *My Health Records Act 2012*
- the contracted service provider organisation has at least one, but no more than 3 contracted service provider officers
- a security and access policy has been developed for the contracted service provider organisation in accordance with rule 32 of the My Health Records Rules 2026
- I am authorised to act on behalf of the contracted service provider organisation and make this application for registration as a contracted service provider organisation under the *My Health Records Act 2012*
- the contracted service provider organisation agrees to be bound by the conditions (if any) imposed by the My Health Record System Operator on the registration
- I have read, understood and agree to the **Privacy notice** on page 6
- I understand that giving false or misleading information is a serious offence
- the information I have provided in this form is complete and correct.

I understand that:

- a copy of the security and access policy must be provided to the My Health Record System Operator before the contracted service provider organisation can be registered
- there are ongoing requirements as set out in the *My Health Records Act 2012*, including the conditions of registration prescribed in Division 4 of Part 4 of the My Health Records Rules 2026
- failure to comply with the conditions and obligations set out in the *My Health Records Act 2012* and the My Health Records Rules 2026 may result in cancellation of the contracted service provider organisation's registration for the My Health Record system
- under the *My Health Records Act 2012*, unauthorised collection, use or disclosure of health information in a healthcare recipient's My Health Record may constitute an offence or attract penalties
- the contracted service provider organisation must comply with data breach notification obligations under section 75 of the *My Health Records Act 2012*
- the contracted service provider organisation must comply with the requirement under section 77 of the *My Health Records Act 2012* not to hold, take, process or handle records or related information for the purposes of the My Health Record system outside Australia, including through another person
- giving false or misleading information is a serious offence.

Contracted service provider officer's signature

On completion, print and sign by hand.

Date (DD MM YYYY)

PART C — National Authentication Service for Health Public Key Infrastructure certificate

Contracted service provider organisation's details

1 Organisation name

Contracted service provider organisation's legal person

Your organisation's legal person's name is the name of an individual (for example, trustee or partner), company or other entity that the organisation comprises or forms part of, and that has the capacity to enter into contracts, and sue and be sued, in its own name.

2 Name of CSP organisation's legal person

3 CSP organisation's Australian Business Number (ABN) or Australian Company Number (ACN)

ABN

OR

ACN

Contracted service provider officer's details

4 Dr ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Family name

First given name

Second given name

5 CSP officer's position

6 Daytime phone number (including area code)

Mobile phone number

Email

Privacy notice – Part C

7 Personal information is protected by law, including the *Privacy Act 1988*.

Personal information is collected by Services Australia for purposes relating to the provision of healthcare, including the issue of a National Authentication Service for Health Public Key Infrastructure certificate and operation of the National Authentication Service for Health Public Key Infrastructure.

Your organisation's healthcare identifier and other information collected as a result of the submission of this application is regulated by the *Healthcare Identifiers Act 2010*.

As a result of the submission of this application, Services Australia may collect personal information about individuals named in the application from other Commonwealth agencies or people, including, for example, the Chief Executive Medicare (the Healthcare Identifiers service operator).

Personal information may be used by Services Australia or given to other parties, such as other Australian Government departments and agencies, where you have agreed to that, or where it is required or authorised by law (including the *Healthcare Identifiers Act 2010* and *Privacy Act 1988*).

You can get more information about the way in which Services Australia will manage your personal information, including our privacy policy, at **servicesaustralia.gov.au/privacypolicy**

Declaration

8 **The contracted service provider's legal person agrees to be bound by**:

- the attached **National Authentication Service for Health Public Key Infrastructure certificate for supporting organisations Terms and Conditions of Use** and the **Relying Party Agreement** referred to in those Terms and Conditions of Use, **and**
- the relevant **Community of Interest Certificate Policy for the National Authentication Service for Health Public Key Infrastructure Certificate for Supporting Organisations**.

The contracted service provider's legal person declares that:

- the information provided in this form is complete and correct.

I acknowledge and confirm (on behalf of myself and the contracted service provider's legal person) **that**:

- the individuals mentioned in this application form consent to Services Australia collecting, using and disclosing registration numbers of those individuals for the purposes outlined above (see **Privacy notice** on page 8)
- the individuals mentioned in this application form consent to the Healthcare Identifiers service operator, the My Health Record System Operator and the Chief Executive Medicare disclosing personal information about them to Services Australia for the purposes outlined above (see **Privacy notice** on page 8)
- the contracted service provider's legal person consents to its organisational details being published in the National Authentication Service for Health Directory.

I understand that:

- giving false or misleading information is an offence.

By signing this application, I confirm that I am duly authorised to legally bind the contracted service provider's legal person.

Contracted service provider officer's signature

On completion, print and sign by hand.

Date (DD MM YYYY)

Reset form

National Authentication Service for Health Public Key Infrastructure certificate for supporting organisations
Terms and Conditions of Use

Parties:

The Commonwealth as represented by Services Australia.

The contracted service provider organisation (Supporting Organisation) named in the Application to register a contracted service provider organisation

1. In consideration for Services Australia issuing the Supporting Organisation with a National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) certificate for Supporting Organisations (Certificate), provided to it on a compact disc (CD) or through electronic means, the Supporting Organisation agrees that:
   a) it is legally bound by these Terms and Conditions of Use (Terms and Conditions), the terms of the NASH PKI Relying Party Agreement that apply to the Certificate and the relevant **Community of Interest Certificate Policy for the National Authentication Service for Health Public Key Infrastructure Certificate for Supporting Organisations** (Certificate Policy), including as these documents are updated from time to time
   b) it will comply with the PKI documents mentioned in the Certificate Policy that are published by Services Australia on or linked to its website at **servicesaustralia.gov.au/pki**
   c) the Supporting Organisation is responsible for uploading the Certificates from the CD (or electronic communication) onto its operating system
   d) the Certificate will only be used for purposes authorised or approved by Services Australia. Any other use of the Certificate will be at the Supporting Organisation's risk
   e) the Supporting Organisation is responsible for making sure that:
      i. when using its Certificate it does not collect, use or disclose any 'identifying information' or 'healthcare identifiers' (as those terms are defined in the *Healthcare Identifiers Act 2010*) except for purposes relating to the provision of healthcare
      ii. it has policies and procedures for the use of the Certificates, Keys and digital signatures generated using a Key attached to a Certificate by anyone acting under or through it or as its agent or representative that enables the individuals who have used the Certificate and Keys to be identified in respect of each use and the role they performed in respect of that use
      iii. those policies and procedures are known and understood by everyone acting under or through it or as its agent or representative in respect of the Certificate, Keys and digital signatures generated using a Key attached to a Certificate.
   f) the Supporting Organisation will take all reasonable measures to keep its Private Key (attached to its Certificate) and the CD (or the electronic communication of the Private Key) secure at all times and take all necessary precautions to prevent its loss, disclosure, modification or unauthorised use
   g) the Supporting Organisation will not give its Certificate or CD (or electronic communication of the Certificate) to any other entity or organisation or allow any unauthorised person to use them, except for any outsourced information technology service provider engaged by it to act as its agent in using its Certificate under contractual terms and conditions that require the service provider to only use the Certificate in accordance with these Terms and Conditions
   h) the Supporting Organisation will promptly notify Services Australia in the event that the Supporting Organisation considers that its Certificate has been, or may have been, lost, destroyed, stolen, disclosed, modified or compromised
   i) the Supporting Organisation may request revocation of its Certificate at any time by written notice to Services Australia
   j) the Supporting Organisation's use of its Certificate may be revoked by Services Australia in its absolute discretion, including but not limited to:
      i. after loss, destruction, theft, disclosure, modification or compromise of its Certificate
      ii. when the Keys or Certificates are considered or suspected to have been compromised
      iii. in the event of its insolvency or if it becomes subject to any form of external administration
      iv. in the event Services Australia cancels its registration with Services Australia
      v. in the event that the Supporting Organisation breaches a term of the Certificate Policy, these Terms and Conditions or the Relying Party Agreement, **or**
      vi. in relation to a person that has applied to be registered as a repository operator or a portal operator under the *My Health Records Act 2012*, in the event that a decision is made not to register the person in that capacity under that Act
      vii. in the event the Supporting Organisation has transitioned to a NASH Secure Hash Algorithm (SHA-2) PKI certificate, **or**
      viii. in the event Services Australia has been notified by relevant authorities that the Supporting Organisation has been affected by malware or a virus and their PKI certificate and access to the My Health Record needs to be revoked.
   k) the Supporting Organisation will immediately notify Services Australia upon becoming aware that any of the circumstances have occurred where its Certificate may be revoked

l) revocation of the Supporting Organisation's Certificate does not automatically terminate these Terms and Conditions

m) all information the Supporting Organisation provides and representations the Supporting Organisation has made or makes to Services Australia are complete and correct

n) the Supporting Organisation will promptly notify Services Australia in the event that the Supporting Organisation considers any information provided, or representation made by it, is or may be incorrect, including the Supporting Organisation's contact details

o) any use of the Supporting Organisation's Certificate by any other entity as a result of a breach of these Terms and Conditions by the Supporting Organisation will be deemed to also be a use of the Certificate by the Supporting Organisation

p) either Services Australia or the Supporting Organisation may terminate these Terms and Conditions at any time by giving a written notice to the other party, which will result in the Certificate being revoked. The Supporting Organisation agrees that it will not use its Certificate after termination of these Terms and Conditions

q) if these Terms and Conditions are terminated, the Supporting Organisation's obligations will continue in respect of any electronic communications the Supporting Organisation made using its Certificate before the date of termination

r) the responsibility of Services Australia for any costs, losses or damage the Supporting Organisation (or people acting on its behalf) incur associated directly or indirectly with its use of its Certificate is subject to and limited by the Certificate Policy and the documents mentioned in it as described in paragraph a) above

s) Services Australia may change or add to these Terms and Conditions at any time, by giving the Supporting Organisation notice by mail, by fax or electronically. A message sent to the Supporting Organisation's business email address (as held in the records of Services Australia) is one way of giving the Supporting Organisation notice electronically

t) when the Supporting Organisation uses its Certificate after the Supporting Organisation has been notified of a change or addition to these Terms and Conditions, the Supporting Organisation will be taken to have agreed to the change or addition in respect of all uses of its Certificate after that date. These Terms and Conditions may not be otherwise changed orally or by conduct by the Supporting Organisation.

2. The Supporting Organisation agrees that Services Australia will automatically renew its Certificate on or before its expiry, unless the Supporting Organisation notifies Services Australia 60 business days before then that it does not want its Certificate to be renewed. The Supporting Organisation agrees that these Terms and Conditions, as updated from time to time, will apply to the renewed Certificate.

3. These Terms and Conditions are governed by the laws of the Australian Capital Territory. The parties agree to submit to the non-exclusive jurisdiction of the courts of the Australian Capital Territory.