



## Online payment processing and card security for patients



### Frequently asked questions:

If you're wondering how secure your card details are in Halaxy - here's everything you need to know about how Halaxy manages your payment details for you and the for practitioners who use the platform:

#### 1. How can I securely provide my payment details to my practitioners using Halaxy?

You can securely provide your card details when you book an appointment online using Halaxy's Directory, via intake forms, or via your patient profile in Halaxy.

To create a patient profile and manage your health with Halaxy, sign up to Halaxy to create a free account.

#### 2. How secure are my payment details in Halaxy?

When your payment details are entered into Halaxy, they are stored and tokenised in Halaxy's payments gateway, meaning that once initially entered and captured, they are not visible to anybody within the practice or at Halaxy.

If payment details need to be altered or updated, they must be completely re-entered as a further security measure, as tokenised payment details cannot be edited.

#### 3. How does Halaxy's payment gateway work?

Halaxy's payments gateway is powered by Braintree PayPal in Australia, which is one of the world's largest online payment providers, with stringent data and security protocols for storing payment details.

#### 4. How does Halaxy's Authorised Limit help to protect me?

Halaxy's Authorised Limit has been designed to add more protection to your payments processed via Halaxy, by preventing unusual transaction amounts from being wrongly processed.

#### Authorised Limit

The Authorised Limit helps protect patients from unauthorised transactions and helps prevent credit/debit card charges disputes in the future.

For example, if the Authorised Limit is \$400 and a \$500 payment is processed, you will receive a verification message via SMS. You will then have the option to accept or reject the charge.

### Online payments processing benefits for you and your family:

- Your payment details are protected by bank-grade security and encryption.
- Save time and get on with your day straight after the appointment.
- Pay for your appointments the same way you pay for utilities, the gym, Uber, and other services and online purchases.
- For families, you can save just one set of payment details, and family members are able to pay using the same card.
- You don't need to manage or worry about payments at all - since everything is handled by Halaxy.

If you have more questions, contact your health practitioner.

