

PRIVACY POLICY

Aged Care Audiology ACN 682 379 157 and its related bodies corporate (we, our or us) are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Act) and the Australian Privacy Principles (APP). This policy details how we collect, disclose and handle your personal information.

Personal information

Under the Act, personal information refers to information or opinions about an identified individual, or an individual who is reasonably identifiable, whether true or not and recorded in any form.

Sensitive information is a subset of personal information. Sensitive information includes health information and other information such as race, ethnicity, religious beliefs, sexual preferences or practices and criminal records.

Personal information we collect depends on your interaction with us, and may include your:

- name and date of birth;
- residential and business postal addresses, telephone/mobile/fax numbers and email addresses;
- bank account and/or credit card details for agreed billing purposes;
- health insurance, Pensioner Number and HSP/Medicare information;
- health information, including prescription information, medical history (including test history, your and your family medical history), images of the eye or retina, optical test results, referrals, medical prescriptions and medical treatments.
- your computer and connection information; and
- any information that you otherwise share with us.

All purchases that are made through this site are processed securely and externally by [company]. Unless you expressly consent otherwise, we do not see or have access to any personal information that you may provide to them, other than information that is required in order to process your order and deliver your purchased items to you (e.g., your name, email address and billing/postal address).

Collecting, holding and using personal information

We may collect personal information through various means, including:

- when you contact us via phone, email or in person;
- a person, for example an audiologist you have engaged audiology services from, if you reside at an aged care facility, that aged care facility or your next of kin or carer, where you have consented to providing the personal information to us or it is permitted by law;
- when you complete forms or use our services;
- when you schedule appointments, complete surveys, or participate in promotions;
- in the course of supplying goods or services to you;
- when you ask us a question or make a complaint;
- when you request access to, or correction of, your information; and
- the use of cookies and analytics tools when visiting our website.

We collect, hold and use personal information so that we can:

- provide, sell and deliver our goods and services to you;
- communicate with you and manage appointments;
- improve our goods and services;
- provide direct marketing;
- register a security interest (where applicable);
- maintain accurate records; and
- comply with our legal obligations.

If you choose not to provide certain information, we may be unable to offer you some goods or services.

PRIVACY POLICY

Providing us with another person's personal information

If you provide us with personal information about another person, you must only do so with their consent and you warrant that the other person is aware of this policy and any applicable Privacy Notice or Privacy Consent.

Disclosure

We may disclose your personal information to our employees, officers, related bodies corporate and third parties as far as reasonably necessary for the purposes set out above. The third parties to whom we may disclose your personal information include:

- audiologist and other health professionals involved in your care;
- payment processors, IT service providers, outsourced labour or service providers and business consultants;
- government agencies and regulators where required by law;
- professional advisors and consultants (such as lawyers, accountants and auditors);
- insurance, assessor and underwriters; and
- other third parties with your consent or as otherwise authorised by the Act.

Where we disclose personal information to third-party service providers, we take reasonable steps to ensure they comply with the APPs and safeguard your information.

Website, Cookies and Web Analytics

When you visit our website, we may collect certain information such as server address, browser type, operating system, website visited immediately before coming to our site, the pages you accessed on the website, how long you visited, the date and time you visited, your geographical location and type of device used. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

We may also use 'cookies'. A cookie is a small file our website places on your computer so that it can remember your preferences and improves your experience of our website. You can block placement of cookies in your browser settings. You can also clear cookies from your browser. If you do this, some parts of our website might not work as well.

Our website uses Google Analytics which collects information about the use of the website and traffic to the website. We use Google Analytics to promote our goods and services, including by allowing us to provide advertising to you on websites not owned by us. You can choose to opt-out of Google Analytics collecting and using your data by downloading the Google Analytics Opt-out Browser Add-on.

Disclosure to overseas recipients

We may disclose your personal information to third-party service providers to assist us in delivering our services, such as outsourced administration or support services. These third-party service providers may be located in the Philippines or other countries where such service providers operate.

Where we disclose your personal information to overseas third-party service providers, we take reasonable steps to ensure they are required to comply with the APPs. Additionally, we take measures to ensure that any sensitive information, including health information, is not accessed, stored, or processed outside of Australia unless specifically authorised or required by law.

PRIVACY POLICY

Security and retention of personal information

We are committed to safeguarding your personal information and take reasonable steps to protect it against unauthorised access, disclosure, or misuse. Information is stored securely in electronic or physical formats, and access is restricted to authorised personnel.

When your personal information is no longer required for our business purposes, or as required by law, we will take steps to destroy or de-identify it securely.

Accessing and correcting personal information

You have the right to request access to or correction of the personal information we hold about you. To do so, please contact us using the details below. We may ask you to verify your identity before granting access or making changes. If you are dissatisfied with our response, you may escalate your concerns to the Office of the Australian Information Commissioner (OAIC).

Complaints and enquiries

If you believe we have breached your privacy rights or have concerns about how we handle your personal information, you may contact our Privacy Officer using the details below. We aim to respond to all complaints promptly and resolve issues within 30 days.

Attn: The Administrator
Business Name: Aged Care Audiology Pty Ltd
Address: Level 1, 7/117 Hyde Street, Yarraville, VIC, 3013.
Email: info@agedcareaudiology.com.au
Phone: 1300 925 786

More information

More information about the Act, APP and CR Code is available from the Office of the Australian Information Commissioner at <http://www.oaic.gov.au>.

Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or regulatory requirements. Any updates will be published on our website and take effect immediately. Please review this policy periodically for the latest version.