

Absolute Hearing PRIVACY POLICY

Absolute Hearing is subject to the privacy requirements of the *Privacy Act 1988* and adheres to the National Privacy Principles in relation to collecting, using, disclosing, securing and allowing access to your personal information.

Collection of Information

Absolute Hearing will only collect information that is necessary to function as a provider of hearing services. Information collected generally includes:

- Name, contact details, etc.
- Previous medical history (generally only if it may affect your hearing)
- Specific goals and expectations relating to the fitting of hearing aids
- Any other information relevant to your hearing

Use and Disclosure

Absolute Hearing will not use or disclose your personal information other than for the primary purpose of providing hearing services. This may include communication with the following:

- The medical practitioner responsible for your care
- The Office of Hearing Services (OHS)
- Medicare or any other third party responsible for paying accounts owed to Absolute Hearing for services rendered
- Any party responsible for the manufacture, repair or service of hearing devices

Your personal information will not be sold or supplied to any third party. If your personal information is to be disclosed for additional purposes we will not do so without your consent.

Data Quality

Absolute Hearing aims to ensure that your personal information is accurate and complete. Please contact us as soon as possible if you are aware of any changes to your personal information.

Data Security

We store and hold your personal information securely through physical and electronic means. We will take all reasonable steps to ensure that your personal information is not misused, lost or subject to unauthorised access or use. We will also take action as required to destroy or permanently de-identify any personal information about you that we no longer require.

Access and Correction

Under the privacy requirements, you have the right to access your personal information. We will take all reasonable steps to correct any information you find inaccurate. Should we deny access and or refuse to correct your personal information, we will provide you with reasons that will be based on the grounds provided by the Privacy Act.

Contact Us

Please contact us if:

- You have any questions regarding our privacy policy
- You would like to know what personal information Absolute Hearing holds about you and how you can gain access to it
- You believe your privacy has been breached and you wish to make a complaint