

ESSENCE AUDIOLOGY PTY LTD

PRIVACY POLICY

1. Your privacy

We are committed to safeguarding the privacy of our clients. This policy sets out how we collect, use and disclose your personal information. As a private sector health service provider we adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

Personal information is any information that we collect or hold which is identifiable as being about you. Personal information includes information such as your name, email address, Medicare number, or any other type of information that can reasonably identify you, either directly or indirectly. If you require more information about our Privacy Policy you may contact us in writing at 7 Daintree way, West Wodonga, VIC 3690 or by email to s.nair@essenceaudiology.com.au.

2. Collection of your personal information

We will, from time to time, receive and store personal information you submit to our website, provided to us directly or give to us in other forms. Such information may include your name, phone number, address, Medicare number and email address. We collect your personal information to enable us to provide you with products or services, send you information, and provide you with updates.

At other times we may collect further information which may include, when you provide details of your health or medical information, when you provide information about your personal or business affairs, change your content or email preference, provide us with feedback, respond to surveys and/or promotions, provide financial or credit card information, or otherwise communicate with us. We may also collect any other information you provide while interacting with us.

Your personal information is collected from you in a variety of ways, including when you interact with us in person or electronically, when you access our website and when we engage in business activities with you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy. By providing us with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

3. Use of your personal information

We may use personal information collected from you to provide you with information about our products or services. We may also make you aware of new and additional products, services and opportunities available to you.

We will use personal information only for the purposes that you consent to. This may include to:

- a. provide you with products and services during the usual course of our business activities;
- b. provide you with products and services under any scheme or program provided or administered by the Australian Government Department of Health;
- c. administer our business activities;

- d. manage, research and develop our products and services;
- e. provide you with information about our products and services;
- f. communicate with you by a variety of measures including, but not limited to, by telephone, email, sms or mail; and
- g. investigate any complaints.

If you withhold your personal information, it may not be possible for us to provide you with our products and services or for you to fully access our website.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases.

4. Disclosure of your personal information

We may disclose your personal information to the Australian Government Department of Health for the purposes of determining your eligibility for and administering the Hearing Services Program. If you do not provide the necessary personal information then we will not be able to provide you with hearing services under the Hearing Services Program. You can get more information about the way in which the Department of Health will manage your personal information, including their privacy policy at www.hearingservices.gov.au.

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this privacy policy.

We may disclose your personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, legal proceedings or in response to a law enforcement agency request.

If we do disclose your personal information to a third party, we will protect it in accordance with this privacy policy.

5. Hosting and transfer of data internationally

The hosting facilities for our website may be situated in Australia and the USA. Information that we collect may from time to time be stored, processed in or transferred between parties or sites located in countries outside of Australia. These may include, but are not limited to Australia and the USA.

You acknowledge that personal data that you submit for publication through our website or services may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such personal data by others.

6. Security of your personal information

We are dedicated to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial

procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

If we employ data processors to process personal information on our behalf, we only do so on the basis that such data processors comply with the Australian Privacy Principles and have adequate technical measures in place to protect personal information against unauthorised use, loss and theft.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

7. Access to your personal information

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at s.nair@essenceaudiology.com.au.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act or any other applicable law.

8. Complaints about our use of your personal information

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to s.nair@essenceaudiology.com.au. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9. Changes to Privacy Policy

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Our website

When you visit our website

When you come to our website (www.essenceaudiology.com.au), we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers

automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

Third party sites

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Essence Audiology Pty Ltd is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.