

Privacy Policy

Hearing Point Pty Ltd (ACN: 684 949 684) Registered as Hearing Point

Effective Date: 19/07/2025

1. Purpose

Hearing Point ("we", "us", "our") is committed to protecting your personal and health information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, the **Hearing Services Program (Voucher) Instrument 2019**, and the **Service Provider Contract**. This Privacy Policy explains how we collect, use, store, disclose, and protect your information.

2. What We Collect

To provide you with high-quality hearing care services, we may collect your personal and sensitive information/details:

- Full name, gender, contact details (e.g. email, phone, address etc), date of birth, signature
 - Health or genetic information.
 - Details about your carers, family members, or legal guardians
 - Medicare, DVA, Private health fund/insurer, Centrelink numbers/details.
 - Hearing Services Program identifiers (e.g., voucher numbers, pension card number)
 - Employment information
 - Payment, claiming and insurance information
 - Audiological test results and clinical notes.
 - Relevant medical history related to hearing.
 - Details of hearing devices and services provided, device serial numbers (e.g., for hearing aids or assistive devices), data logging information from hearing devices.
 - Data related to your use of our website and online hearing tests
 - Communications and feedback
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3. How We Collect Information

We collect personal information through various channels, including:

- **Directly from you** during consultations, phone calls, email correspondence, or when you complete forms (online or paper based).
- **Via our website**, including online contact forms and participation in hearing tests, surveys, or feedback submissions.
- **Through the Hearing Services Portal**, as part of your engagement with Government-funded hearing services.
- **From other healthcare providers**—such as your GP, ENT specialist, and/or hospital—with your consent.
- **From third parties**, including workcover agents, insurers and carers, where relevant and appropriate.

We do not knowingly collect personal information from children under the age of 16 without the consent of a parent or legal guardian.

3.1 Hearing Aids

Some hearing aid models may automatically gather and/or store certain types of data—such as how many hours they are used each day and the noise levels in your surroundings. In some cases, this information may be linked to you. Where applicable:

- As hearing aids are produced by third-party manufacturers, we may not have direct access to or control over the personal data stored on these devices.
- The data collected by the hearing aids may be managed, stored, and/or controlled by the manufacturer or their authorized third-party providers. We may use the information to gain insights into your habits, preferences, and usage patterns, which may help us recommend services or products that better suit your clinical or lifestyle needs.

4. Why We Collect Your Information

We collect and use your personal information to deliver high-quality hearing care and meet our legal, professional, and contractual obligations. We use your information to:

- Conduct hearing assessments, diagnosis, and treatment
- Fit, manage, and maintain hearing aids and assistive listening devices
- Register and manage your participation in the Hearing Services Program
- Provide follow-up care and support services
- Process claims through the Department of Health and Aged Care and other funding schemes such as WorkCover and private health funds.

- Verify your eligibility for government-funded programs (e.g., Hearing Services Program)
 - Comply with obligations under the Service Provider Contract
 - Maintain clinical records in line with legal and professional standards
 - Coordinate care with general practitioners, ENT specialists, and other medical/allied health professionals
 - Manage appointments, test results, and service-related communications
 - Respond to inquiries, feedback, and complaints
 - Support internal processes such as audits, quality assurance, and staff training
 - Ensure compliance with regulatory, legal, and clinical requirements
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5. Disclosure of Information

We may disclose your information to the following parties, where relevant and necessary for your care or as required by law:

- **Medical and health professionals** involved in your treatment
 - **Your nominated general practitioner or specialist**
 - **Hearing aid manufacturers and appointed suppliers** for the supply, repair, or replacement of hearing devices
 - **Funding organisation, Insurers, legal representatives, or WorkCover agents/insurer**
 - **Government departments and agencies**, including:
 - Services Australia
 - Department of Health
 - Department of Veterans' Affairs (DVA)
 - Commonwealth Department of Health and Aged Care,
 - Commonwealth Hearing Services Program (HSP)
 - **Auditors or regulatory bodies**, as required under law or contract
 - **IT service providers, cloud-based platforms, accounting platform and payment processors**, some of which may be located overseas. We take reasonable steps to ensure that any overseas disclosure complies with the Australian Privacy Principles (APPs).
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6. Retention and Destruction of Information

We retain personal and health information for the duration required by the Hearing Services Program or as required by applicable laws and professional regulations.

When your information is no longer needed and legally permissible, information is securely destroyed or de-identified using industry best practices, including secure shredding and data erasure.

7. Data Storage and Security

We take reasonable steps to protect your information through below steps. However, despite adequate measures, online transmission may carry small risk.

- Secure clinical software and encrypted databases
 - Password protection and access control
 - Staff training on privacy obligations
 - Physical safeguards for printed records
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10. Access and Correction

You have the right to:

- Access your personal or health information
- Request corrections if your information is inaccurate, incomplete, or out of date

Requests must be made in writing. We will respond within 30 days in line with the Privacy Act.

11. Complaints

If you have a concern about your privacy, please:

1. Contact us directly using the details below
 2. If unresolved, lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**: www.oaic.gov.au | Phone: 1300 363 992
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12. Overseas Disclosure

We do not routinely disclose your information overseas. If overseas disclosure is necessary (e.g., for manufacturer warranty processing), we will inform you and seek your consent.

14. Contact Us

Privacy Officer – Hearing Point

Phone: 0426 562 327

Email: admin@hearingpoint.com.au

Address: 26 Wandana Ave, Gilles Plains SA 5086

Website: www.hearingpoint.com.au

15. Changes to This Policy

We may update this policy from time to time to reflect changes in legislation or service delivery. The latest version will be available on our website and in our clinic upon request.
