

Website Terms and Conditions

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

Effective Date: 19/07/2025

1. Acceptance of Terms

Welcome to the website of **Hearing Point** ("we", "us", "our"). By accessing or using this website (www.hearingpoint.com.au), you agree to be bound by these Terms and Conditions, our Privacy Policy, and any other applicable policies. If you do not agree, please do not use our site.

2. Health Information Disclaimer

All content on our website is provided for general information and educational purposes only. It is not a substitute for professional medical/audiology advice, diagnosis, or treatment. Always seek the guidance of a qualified health provider with any questions you may have regarding a medical or hearing condition.

3. Eligibility for Services

Our services are available to individuals who qualify under the **Australian Government's Hearing Services Program, Medicare funding** for hearing care and others seeking private hearing care. Any eligibility checks for government-funded services are conducted in accordance with the **Hearing Services Program (Voucher) Instrument 2019**.

4. Privacy

Your privacy is important to us. Any personal information collected through the website is handled in accordance with our Privacy Policy. By using this website, you consent to the collection and use of your information as outlined.

5. Appointments and Bookings

Appointments booked online are subject to confirmation. We reserve the right to reschedule or cancel any appointment due to unforeseen circumstances. You will be notified as early as possible in such cases.

6. Intellectual Property

All content, branding, images, graphics, and logos on this site are the property of Hearing Point or its licensors and are protected under Australian copyright law. You may not use, reproduce, or distribute our content without express written permission.

7. Third-Party Links

This website may contain links to third-party websites. We are not responsible for the content, accuracy, or reliability of any linked site and do not endorse the views expressed on those sites.

8. Cookies and Tracking

Our website may use cookies and other tracking technologies to improve your user experience. By using the website, you consent to our use of cookies. You may disable cookies through your browser settings, but some features may not work properly.

9. Direct Marketing and Opt-Out

With your consent, we may send you postal mail, emails, SMS, or phone calls regarding promotions, appointment reminders, or hearing care updates. You may opt out of these communications at any time by contacting us.

10. Limitations of Liability

To the fullest extent permitted by law, Hearing Point shall not be liable for any direct or indirect loss or damage resulting from your use or inability to use this website, or any services provided through it.

11. Retention and Destruction of Information

We retain personal and health information for as long as necessary to comply with legal and clinical obligations. When no longer required, your information is securely destroyed or de-identified in accordance with our data retention policy.

12. Governing Law

These Terms and Conditions are governed by the laws of **South Australia** and the Commonwealth of Australia. Any disputes arising from these terms will be subject to the jurisdiction of the courts of South Australia.

13. Changes to Terms

We may update these Terms and Conditions from time to time. Any changes will be posted on this page with an updated revision date. Continued use of the website constitutes acceptance of the updated terms.

14. Contact Us

If you have any questions or concerns about these Terms, please contact:

Hearing Point

26 Wandana Ave, Gilles Plains SA 5086

Email: admin@hearingpoint.com.au

Phone: 0426 562 327