

Privacy Policy

Effective Date: 6 June 2025

Reviewed: 6 June 2026

The Hearing Centre respects your privacy and is committed to protecting your personal information. This policy outlines how we collect, use, store, and disclose your information in accordance with the Australian Privacy Principles under the *Privacy Act 1988*.

1. Collection of Personal Information

We collect personal information when you:

- Submit an enquiry through our contact form
- Communicate with us via email, phone, or in person
- Attend an appointment at our clinic
- Use features on our website, such as Google Maps

2. Types of Personal Information Collected

This may include:

- Your name and contact details (email, phone number)
- Relevant health or hearing information provided by you
- Website activity (via cookies)

3. Use of Personal Information

We use your information to:

- Respond to enquiries or appointment bookings
- Deliver clinical hearing services
- Manage client files in compliance with our obligations (e.g. HSP program)
- Improve our website functionality and performance

4. Disclosure of Personal Information

We do not sell or rent your information. We may share your personal information with:

- Service providers who help deliver our services (e.g. secure data storage providers)

- Hearing Services Program (HSP), if you are a program client
- As required by law

5. Website and Cookies

Our website uses cookies to enable functionality such as:

- Google Maps (for clinic location)
- Website analytics and performance

For more information, please refer to our [Cookies Policy].

6. Data Security

Your information is securely stored using password-protected systems and encrypted storage where applicable.

7. Access and Correction

You may request access to or correction of your personal information by contacting us at:

Email: info@hearingcentregladstone.com.au

Phone: 07 4957 0366

8. Complaints

If you have any concerns about the way your information is handled, please contact us. If unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC)** via www.oaic.gov.au.

Contact Us

The Hearing Centre

2/34 Tank Street Gladstone QLD 4680

Email: info@hearingcentregladstone.com.au

Phone: 07 4957 0366