



Perth Audiology & Dizziness

Privacy Policy

Effective Date: 23/07/2026

Business Name: Perth Audiology Clinic PTY LTD (TA Perth Audiology & Dizziness)

Website: www.perthaudiology.com

Perth Audiology Clinic PTY LTD (TA Perth Audiology & Dizziness) is committed to protecting the privacy and confidentiality of your personal and health information. We understand that health information is sensitive information and we handle it in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and other applicable healthcare confidentiality and record-keeping obligations.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal and health information when you interact with our website or receive services from us.

1. Information We Collect

We may collect personal information including:

- Name
- Date of birth
- Address
- Email address
- Telephone number
- Emergency contact details
- Medicare, private health insurance, or funding information
- Appointment and treatment information
- Clinical notes and health history
- Information you provide through website forms, emails, messages, telephone calls, or consultations

Health information is considered sensitive information under Australian privacy law and receives additional protection.

2. Why We Collect Your Information

We collect personal and health information to:



- Provide healthcare services
- Assess, diagnose, plan, and deliver treatment
- Manage appointments and client communications
- Process payments and claims
- Comply with legal and professional obligations
- Maintain accurate health records
- Improve our services and website

We only collect information that is reasonably necessary for these purposes.

3. How We Collect Information

Information may be collected:

- Directly from you
- Through our website contact forms
- During appointments and consultations
- Through telephone, email, SMS, or online booking systems
- From a parent, guardian, carer, or authorised representative
- From referring practitioners, specialists, allied health professionals, or other healthcare providers with your consent or as otherwise permitted by law

4. Use and Disclosure of Information

We may use or disclose your information:

- To provide healthcare services
- To communicate with you regarding appointments and treatment
- To liaise with other healthcare providers involved in your care
- For referrals, reports, and treatment coordination
- For billing and administrative purposes
- Where required or authorised by law
- To prevent or lessen a serious threat to life, health, or safety
- With your consent

We do not sell your personal information to third parties. Information is only disclosed when necessary for healthcare delivery, with your consent, or as permitted or required by law.



5. Website Information and Cookies

Our website may automatically collect limited technical information, including:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access

We may use cookies and analytics tools to improve website functionality and user experience. You may disable cookies through your browser settings; however, some website features may not function correctly.

6. Security of Information

We take reasonable steps to protect personal and health information from:

- Unauthorised access
- Loss
- Misuse
- Interference
- Modification
- Disclosure

Safeguards may include:

- Password-protected systems
- Secure electronic record systems
- Restricted staff access
- Encrypted communications where appropriate
- Secure storage of paper records

Australian privacy law requires organisations to take reasonable steps to protect the personal information they hold.



7. Data Breaches

If a data breach occurs that is likely to result in serious harm, we will respond in accordance with the Notifiable Data Breaches Scheme under the Privacy Act and notify affected individuals and the Office of the Australian Information Commissioner where required.

8. Access and Correction

You may request access to your personal or health information at any time. You may also request correction of information that is inaccurate, incomplete, out of date, irrelevant, or misleading.

Requests should be made in writing using the contact details below. We may require proof of identity before releasing information. Access may be refused in limited circumstances permitted by law.

9. Retention of Records

We retain healthcare records for the period required by applicable laws, professional standards, and regulatory requirements. When information is no longer required and legal retention periods have expired, records will be securely destroyed or de-identified.

10. Third-Party Services

Our website or practice management systems may use third-party providers for:

- Online appointment bookings
- Electronic health record management
- Payment processing
- Website hosting
- Email and SMS communications

These providers may have access to personal information only to the extent necessary to provide their services and are expected to maintain appropriate privacy and security standards.



11. Overseas Disclosure

Where third-party providers store information outside Australia, we will take reasonable steps to ensure your information receives protections substantially similar to those required under Australian privacy law.

12. Complaints

If you believe your privacy has been breached, please contact us first so we can investigate and attempt to resolve your concerns.

Privacy Contact Officer

Perth Audiology Clinic PTY LTD (TA Perth Audiology & Dizziness)

4/595 Canning Highway, Alfred Cove 6154 WA

0481777104

hello@perthaudiology.com

If you are dissatisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)

Website: <https://www.oaic.gov.au>

13. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website and will take effect from the date published.