



CLEAR EARS

PRIVACY POLICY

Clear Ears Pty Ltd is bound by the National Privacy Principles under the Privacy Act 1988 and other relevant laws about how private health service providers handle personal information.

We are committed to complying with all applicable privacy laws which govern how Clear Ears collects, uses, discloses and stores your personal information.

This Condensed Privacy Statement sets out in brief how Clear Ears will handle your personal information.

For a copy of our full Privacy Policy [click here](#) or telephone Clear Ears and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

Clear Ears will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Clear Ears may collect, use or disclose personal information:

- To provide you with safe and effective service;
- To manage our administrative functions;
- to manage our clinics, including processes relating to risk management, quality assurance and accreditation activities;
- for the education of staff;
- to maintain medical records as required under our policies and by law; or
- for other purposes required or permitted by law.

Personal information may be shared between Clear Ears facilities to coordinate your care.

Clear Ears will usually collect your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative). We will only do this if you have consented.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- you have consented;
- the use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- we have told you that we will disclose your personal information to other organisations or persons; or
- we are permitted or required to do so by law.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.