

# Hear For You Privacy Policy



## Policy brief and purpose

This Privacy Policy applies to the services offered by Hear For You Limited.

## 1. Personal information

Hear For You is committed to safeguarding personal privacy. It recognizes that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, Hear For You will only collect and use personal information as set out below.

## 2. Collecting personal information

Hear For You will not collect or monitor any personal information about an individual without their consent. The only personal information collected is what has been provided voluntarily by the participant, parent/guardian, professionals, donors, or any other persons who made contact or established a connection with Hear For You.

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) Whether the information or opinion is true or not; and
- (b) Whether the information or opinion is recorded in a material form or not.

Hear For You generally ask for all or some of the following types of personal information:

- Title, name, address and contact details (email and/or mobile phone number);
- Gender;
- Date of birth.

(N.B. some of the information asked for is optional).

Depending on the service the participants, parents, or mentors select Hear For You may in addition, ask for other types of personal information such as:

- Level of hearing loss.
- Type of hearing device used.
- Communications preference (Auslan, Bilingual, Spoken).
- Other disabilities.

Credit card information is collected by Hear For You Limited but is processed using a secure gateway and the information is not held by Hear For You Limited.

## 3. Use of On-Line tracking technologies

Hear For You uses tracking technologies such as cookies or web beacons to make use of the website and services as convenient as possible. Cookies are pieces of information that a web site transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies do not themselves personally identify users, although they do identify a user's browser.



## 4. Using and disclosing your personal information

Personal Information will be used for the following primary purpose:

To provide information to Hear For You Mentors and Staff about the participant for the purpose of providing mentoring and support services.

- To use as a mean, with permission, to provide information and marketing materials in relation to Hear For You and, if permitted information from supporters.
- For the purpose described above, information will not be shared with Hear For You's stakeholders or supporters either in Australia or overseas.

In order to operate the web site or deliver a service, personal information may also be shared with a service provider supporting the Hear For You website.

## 5. Contact by Hear For You

Hear For You may contact individuals using the information, which was provided by them in order to:

- Provide information that may be of interest about new Hear For You services, products, special offers and other matters that may be of interest.
- To send newsletters and information.

## 6. Individual's right of access

Individuals have the right to review the information that may be recorded on the Hear For You's database. Information may be reviewed by contacting Hear For You by email to [info@hearforyou.com.au](mailto:info@hearforyou.com.au).

## 7. Hear For You and links to other web sites and social media Domains

Hear For You provides links to web sites outside of the Hear For You website and social media. These linked sites are not under the control of Hear For You, and it is not responsible for the conduct of companies linked to the Hear For You web site, nor for the performance or otherwise of any content and/or software contained in such external websites.

## 8. Problems or queries

Queries relating to the Privacy Policy, or any problems or complaints may be directed to the CEO on [david.brady@hearforyou.com.au](mailto:david.brady@hearforyou.com.au)



## Appendix A – Australian Privacy Principles (key components for reference)

Source: <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

# Australian Privacy Principles

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The Australian Privacy Principles (APPs) principles cover:

- the open and transparent management of personal information including having a privacy policy
- an individual having the option of transacting anonymously or using a pseudonym where practicable
- the collection of solicited personal information and receipt of unsolicited personal information including giving notice about collection
- how personal information can be used and disclosed (including overseas)
- maintaining the quality of personal information
- keeping personal information secure
- right for individuals to access and correct their personal information

## Sensitive information

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The APPs place more stringent obligations on APP entities when they handle 'sensitive information'. Sensitive information is a type of personal information and includes information about an individual's:

- health (including predictive genetic information)
- racial or ethnic origin
- political opinions
- membership of a political association, professional or trade association or trade union
- religious beliefs or affiliations
- philosophical beliefs
- sexual orientation or practices
- criminal record
- biometric information that is to be used for certain purposes
- biometric templates.

More information:

For a summary of the APPs, see the [APP quick reference tool](#).

For more detail, see the [full text of the APPs](#).

Additional information on complying with the APPs can be found in the [APP guidelines](#).