

Privacy Policy

Protecting your privacy

Sonova Australia Pty Ltd (ABN 63 003 037 947) (which trades in Australia under the names 'Phonak Australia', 'Sonova Australia' and 'Unitron Australia') ('our', 'we' or 'us') is committed to protecting the privacy of personal information provided to us and providing our services in compliance with the relevant *Australian Privacy Principles* set out in the *Privacy Act 1988* (Cth).

Collection, use and disclosure of your information

We may collect your personal information, your name, address and information concerning our products that you have been supplied to you when you provide this information by using this website or online form, sending us written correspondence or via telephone. The purpose for us collecting personal information is to provide you with our services, products and replacement products in connection with our safety recall.

If you do not consent to the collection of your personal information, or you provide us incomplete or inaccurate information, we may not be able to provide you with our services and replacement products. By providing us information you are taken to have agreed to this policy.

We will use the personal information collected in connection with our safety recall only for the purposes of and in connection with providing you services and replacement products. Our information will be used by persons working for us, including contractors and agents such as couriers. We will not use information provided by you in connection with the safety recall for direct marketing.

Where ever possible we will collect information directly from you, however, we may also collect information from suppliers of our products and other third parties such as hearing clinics and audiologists.

Accessing your personal information

Subject to any legal restrictions, we are happy to advise you as to what personal information we hold about you, to provide you access upon request to your personal information and correct any errors in that information.

In some circumstances, such as may arise under Health Privacy Laws, we may not permit access to your personal information or may refuse to correct such information. Where this occurs we will provide you with written reasons for any such decision.

Updating your information

It is inevitable that some personal information which we hold will become out of date. We will take reasonable steps to ensure that the personal information which we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly.

Information security

We are committed to protecting and securing your personal information. We employ appropriate technical, administrative and physical procedures to protect personal information from unauthorised disclosure, loss, misuse or alteration.

We limit access to personal information to individuals with a business need, consistent with the purpose the information was provided. We keep personal information only for as long as it is required for business purposes or by the law.

Website security and privacy

We understand that you may be concerned about the security of the personal information we collect from you online. Accordingly, we have systems in place to ensure our online dealings with you are as secure as your dealings with us in person, or on the telephone. We employ security programs and services to monitor network traffic in order to identify attempts to breach our security.

Information collected on this website

We may collect non-personal information from you such as browser type, operating system, and web pages visited to help us manage our web site.

We use cookies and other internet technologies to manage our website and certain online products and services. We do not use these technologies to collect or store personal information.

Overseas disclosure

We do not intend to disclose information collected for the above purposes to overseas recipients.

Contact Details

Contact us about any privacy related and product recall matter, including any concern or complaint as to the handling of your personal information by:

Email: recall.adaptor@sonova.com

Phone: 02 8858 1854

Facsimile: 02 9634 8373

Post: Sonova Australia Pty Ltd 12 Inglewood Place Baulkham Hills NSW 2153