

Lakes Audiology Privacy Policy

Current as of: 26th April 2026

Lakes Audiology is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, and disclose your personal information when you use our services, website, or interact with us.

Lakes Audiology complies with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

1. When and why is your consent necessary?

When you register as a client of this practice, you provide consent for the Audiologists and practice staff to access and use your personal information to facilitate the delivery of audiological healthcare. Access to your personal information is restricted to practice team members who require it for your care.

It is important to us that as our client, you understand why we collect and use your personal information.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described below.

2. Why do we collect, use, store, and share your personal information?

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing your medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

3. What information do we collect?

Lakes Audiology will only collect information we need to complete the audiological services we provide and manage our relationship with you and/or the child with whom you are listed as the guardian. The information we will collect about you may include:

- Personal Identification Information: Names, date of birth, addresses, contact details
- Health Information: audiological test results, medical history, referrals for your doctors/specialists and any other information relevant to your audiological health.
- Healthcare Identifiers (where applicable) for identification and claiming purposes: Medicare number, Pension Concession Card number, DVA Repatriation number and Private health fund details.

4. Can you deal with us anonymously?

You can deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

5. How your personal information is collected

The practice may collect your personal information in several different ways:

- Directly from you via a face-to-face conversation, telephone conversation or written correspondence (including email)
- When you visit our website (www.lakesaudiology.com.au), send us an SMS, make an online appointment, or communicate with us using social media.
- From an authorised healthcare provider, such as your doctor, specialists, allied health professionals, hospitals, and community health services.
- From your guardian or responsible person.

6. How we use your information

We use the personal information that we collect for the following purposes:

- Providing audiological services including assessing your ear and hearing health, providing professional recommendations and liaising with authorised health professionals involved in your treatment.
- Communicating with you in relation to your services (or the services of the child for whom you are the guardian) including responding to your enquiries, sending your appointment confirmation/notifications, seeking your feedback and notifying you of any changes to our services.
- Processing of payments for services and products provided.
- Legal compliance in relation to applicable laws, regulations and legal processes.

7. Use of CCTVs on the premise

CCTV footage is used to cover the common areas of our premises for security and safety purposes. We securely store this footage in compliance with the Privacy Act 1988. CCTV devices are not used in or have access to any private areas, such as bathrooms. Signage related to the use of CCTV cameras is displayed in the clinic. Any recorded personal information is secure and will be destroyed or de-identified when it is no longer needed.

8. When, why and with whom do we share your personal information?

We sometimes share your personal information:

- With third parties for business purposes, such as accreditation agencies or information technology providers (payment processors, IT support) – these third parties are required to comply with APPs and this policy
- With other healthcare providers (e.g. In referral letters). This includes an assessment report to be sent to your referring doctor. If you do not wish to provide an assessment report to your referring doctor, you must let us know.
- When it is required or authorised by law (e.g. court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

9. Will your information be used for marketing purposes?

The practice will not use your personal information for marketing any goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

10. Cookies and Tracking Technologies

Our website may use cookies to improve your browsing experience. Cookies are small text files stored on your device that help us to remember your preferences. You can manage your preferences through your browser settings.

11. How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to your audiological healthcare. We may use document automation technologies to create documents (such as audiological reports), which are sent to your authorised healthcare providers with your consent. These documents contain only your relevant medical information. These document automation technologies are used through secure medical software. All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

12. How your personal information is stored and protected

Lakes Audiology will take reasonable steps to protect your personal information from misuse, disclosure and unauthorized access. We use technology and company processes to control and monitor access, including encryption, secure servers and physical security to protect your privacy. However, please note that no method of transmission over the internet or electronic storage is 100% secure.

13. Links to third-party websites

We may create links to third-party sites from our website, social media or emails. We are not responsible for the content or privacy policies employed by those websites. We encourage you to check the privacy policies of any websites you visit.

14. What are your rights?

You have the right to:

- Access your information – you may request a copy of the personal information that we hold about you.
- Correct your information – you may request corrections to inaccurate or incomplete personal information.
- Delete your information – you may request the deletion of your personal information, subject to the legal obligations of the business.
- Withdraw consent for us to use your information at any time.

You may exercise any of these rights using the contact information provided at the end of this policy.

15. How can you lodge a privacy-related complaint, and how will the complaint be handled?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have. We will then attempt to resolve it in accordance with our resolution procedure.

To lodge a privacy-related complaint please contact us using the contact information provided at the end of this policy. Please address any written or email correspondence to the manager (e.g. Attention Manager, 23 Myer Street, Lakes Entrance VIC 3909)

16. Policy review statement

Our privacy policy is regularly reviewed to ensure compliance with current obligations. Please check the policy periodically for updates.

If any changes are made:

- They will be reflected on the website.
- Significant changes may be communicated directly to patients via email or other approved means.

17. Contact us

If you have any questions or would like to contact us regarding our privacy policy, feel free to do so with the following contact details.

- Mail: (Attn: Manager) 23 Myer Street, Lakes Entrance VIC 3909
- Email: admin@lakesaudiology.com.au
- Phone: (03) 4137 1020