

Data privacy and security

How we safeguard personal information

You're in safe hands

Our commitment

Our customers are at the centre of everything we do. For over 40 years, we have been innovating to help more people hear their best, and to keep our products and services secure in an environment of changing technology and regulation.

We recognise the trust our customers place in us when they provide their personal information, and the responsibility we have to protect that data.

We are committed to upholding the highest standards in the way we collect, manage, store and protect personal information.

Independently certified for information security

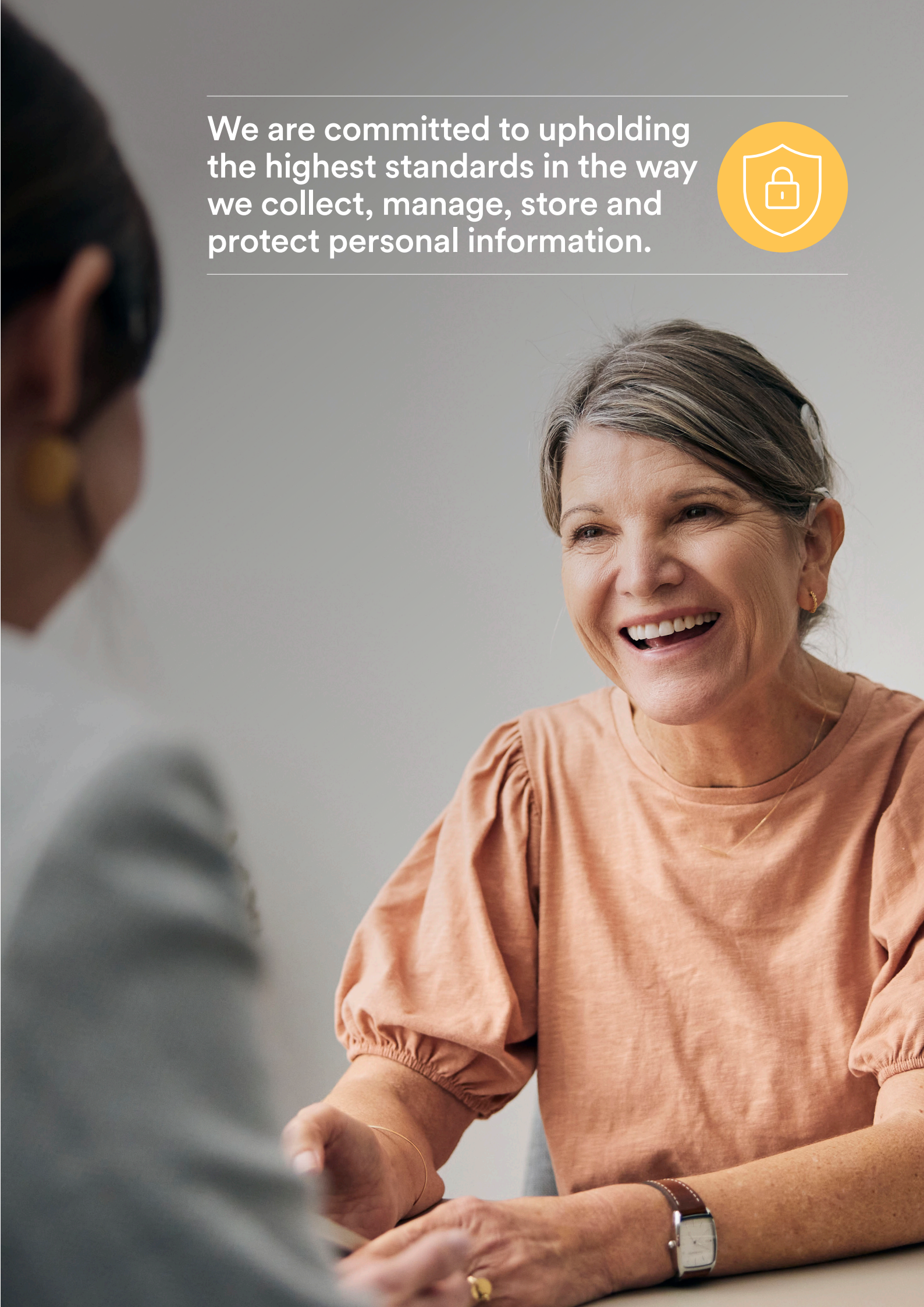
You can be confident in our approach to information security, because Cochlear was the first hearing implant manufacturer to receive ISO 27001 certification, for our Connected Care products*.

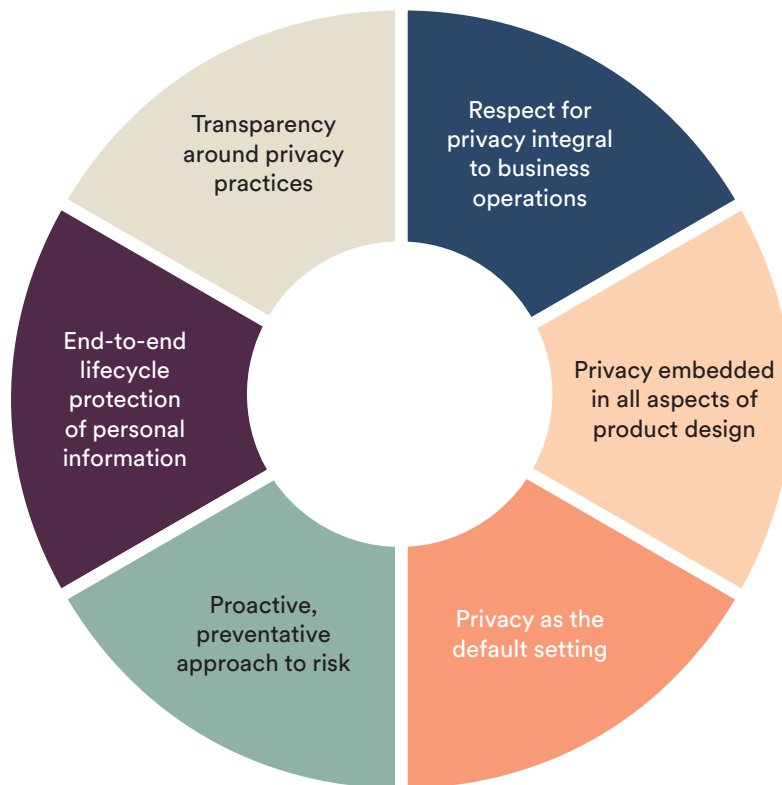
ISO 27001 is an internationally recognised standard that deals with the management of information security. Certification is based on an independent, expert assessment of whether an organisation's data is sufficiently protected.

Our certification reflects our ongoing investment in the people, processes and technology needed to effectively protect personal information.



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Our approach to privacy

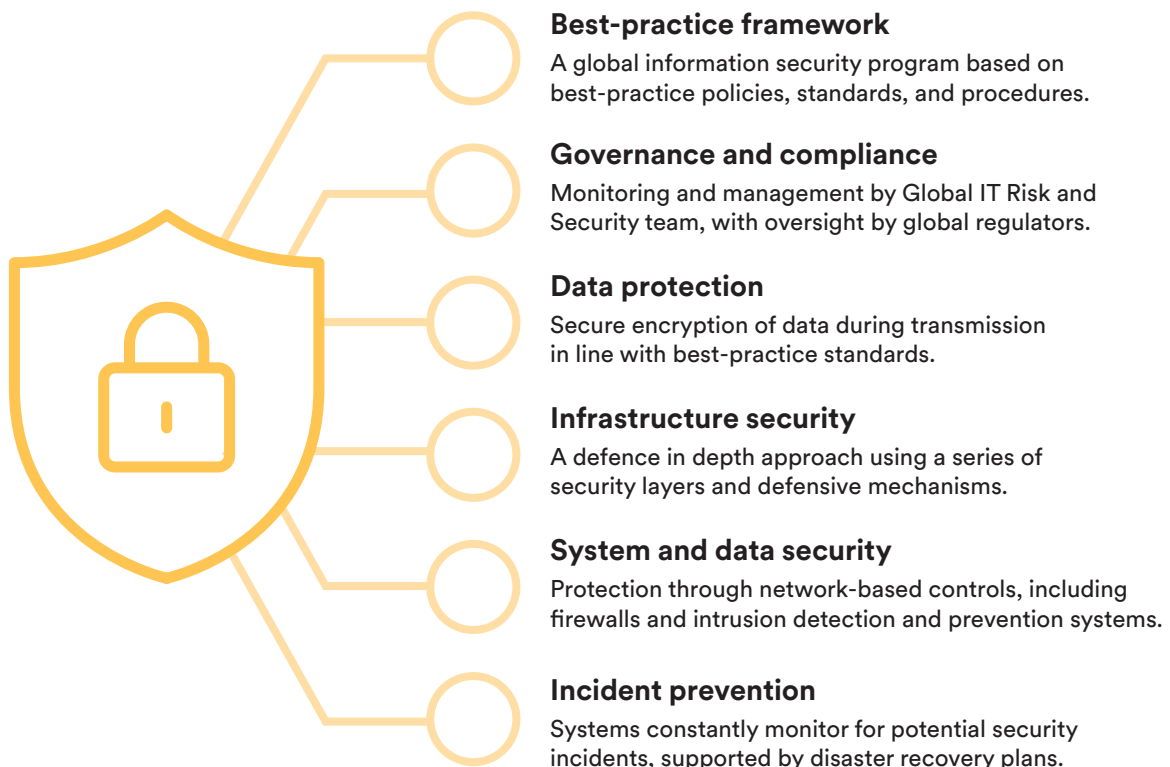
Privacy in everything we do

Across our business and across the globe, privacy is at the forefront of how we operate.

Privacy is concerned with the collection, storage and use of personal information and the rights of the individual whose information is being stored. We use privacy-by-design when developing new products and services, embedding privacy experts in project teams to ensure privacy is considered at every stage.

During everyday business operation we ensure the protection of personal information through our privacy framework, which is based on internationally recognised principles and applicable laws in the countries in which we operate. The framework is managed by our Global Privacy Office, which also reviews the data collected from our products and services to ensure it is appropriate, and not excessive.

More information is available at www.cochlear.com/privacy



Our approach to security

A secure global approach

Information security is concerned with the protection of data against unauthorised access. Cochlear takes a ‘defence-in-depth’ approach to information security, using multiple layers of controls and countermeasures to protect infrastructure, systems and data.

We have a global information security program, which includes uniform policies, standards, and procedures. The program is implemented and monitored by our Global IT Risk and Security team. This approach enables a consistent security framework across Cochlear’s business units, applications and geographic regions.

Our information security framework maintains the ongoing confidentiality, integrity, and availability of data in both internally and externally supported systems. This includes:

- Cochlear technology supplied to implant recipients
- Cochlear applications used in audiology clinics and hospitals
- Cochlear information technology infrastructure and networks.

Questions you may have

Q. Why does Cochlear collect personal information?

- A. We collect personal information for a number of reasons. Some information is collected to directly benefit our recipients, for example to improve the operation of their products and services, or to enable the delivery of personalised care. Other data may be de-identified and used to improve future Cochlear products or for research and analysis purposes.

Q. Is personal information shared with third parties?

- A. Personal information is only shared:
- with trusted service providers when necessary for the operation of our products and services, but never for marketing purposes without consent
 - with health care professionals, in accordance with relevant regulations
 - within the Cochlear Group as required for business purposes.

Q. How does Cochlear ensure its service providers are secure?

- A. Service providers who handle, process or store personal information are contractually required to protect the confidentiality of the information shared with them and only use it to provide services on Cochlear's behalf. In addition, key service providers undergo an annual risk assessment to ensure their information security practices continue to meet our standards.

Q. How is personal information stored and processed?

- A. Cochlear is a global business and personal information may be stored and processed where Cochlear or its service providers operate. Our primary data storage facilities are in Australia and the European Union.

Q. How does Cochlear secure personal information?

- A. Cochlear classifies information according to its sensitivity and protects this information accordingly. Sensitive information is encrypted before transmitting it over public networks. Access to Cochlear information systems is restricted to authorised users only, with access being granted based on the user's role and the principles of least privilege.

Q. How does Cochlear ensure ongoing security?

- A. We take a lifecycle management approach to our applications and systems, with roadmaps in place to guide current maintenance and future development. System performance is continuously monitored, and updates are applied as a priority when needed. New applications and systems are subject to a series of security assessments, including design review, configuration review, and security acceptance testing.

If you have additional questions, contact Cochlear Customer Service. Find your nearest customer service centre at www.cochlear.com/customer-service



Hear now. And always

Cochlear is dedicated to helping people with moderate to profound hearing loss experience a world full of hearing. As the global leader in implantable hearing solutions, we have provided more than 750,000 devices and helped people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to next generation technologies. We collaborate with leading clinical, research and support networks to advance hearing science and improve care.

That's why more people choose Cochlear than any other hearing implant company.

* The Connected Care portfolio of products certified to ISO/IEC 27001 are Remote Care (Remote Check and Remote Assist for Nucleus® Sound Processors), Custom Sound® Pro fitting software, Cochlear™ Link, myCochlear™ Professional, Nucleus® Smart App and Nucleus® SmartNav. Cochlear first received ISO 27001:2013 certification in October 2022.



Cochlear Ltd (ABN 96 002 618 073) 1 University Avenue, Macquarie University, NSW 2109, Australia T: +61 2 9428 6555

www.cochlear.com

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always follow the directions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

ACE, Advance Off-Stylet, AOS, Ardium, AutoNRT, Autosensitivity, Baha, Baha SoftWear, BCDrive, Beam, Bring Back the Beat, Button, Carina, Cochlear, 科利耳, コクレア, 코클리어, Cochlear SoftWear, Contour, コントゥア, Contour Advance, Custom Sound, DermaLock, Freedom, Hear now. And always, Hugfit, Human Design, Hybrid, Invisible Hearing, Kanso, LowPro, MET, MP3000, myCochlear, mySmartSound, NRT, Nucleus, Osia, Outcome Focused Fitting, Off-Stylet, Piezo Power, Profile, Slimline, SmartSound, Softip, SoundArc, SoundBand, True Wireless, the elliptical logo, Vistafix, Whisper, WindShield and Xidium are either trademarks or registered trademarks of the Cochlear group of companies.

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