

COCHLEAR FOUNDATION GLOBAL PRIVACY NOTICE

Last updated: 20 September 2021

When you interact with Cochlear Foundation, we may collect and use your personal information as set out in this Privacy Notice (“Notice”). Please read this Notice carefully as it explains how your personal information is collected, used and disclosed by the Cochlear Foundation. It also tells you how you can access and update your personal information and make certain choices about how your personal information is used.

This Notice covers both our online and offline data collection activities, including personal information that we collect through our website, paper forms, or events.

WHAT PERSONAL INFORMATION DOES COCHLEAR FOUNDATION COLLECT?

PERSONAL INFORMATION PROVIDED BY YOU.

When you interact with Cochlear Foundation, you may provide us with your personal information. For example, you may provide:

- Personal information when you contact us, via telephone, online or through any “contact us” features or when visiting a Cochlear Foundation event;
- Information about your personal hearing journey, which may include biological and demographical information such as your age, date of birth, gender, health or medical treatment, through the content you may post, submit or upload to our Website;
- Location data such as data derived from your IP address, country and precise geolocation of your mobile device (where we have provided appropriate notice and choice); or
- Audio, electronic, or visual information if you participate in our events or provide us with a talent or media release.

If you are a healthcare professional, we may also collect information about your medical specialty or your clinical interests.

You are not required to provide personal information to us, but in some circumstances, we might not be able to deliver our initiatives without your personal information.

HOW DOES COCHLEAR FOUNDATION USE PERSONAL INFORMATION?

In order to raise awareness of hearing loss and help more people around the world access life-changing hearing treatment, we use personal information for the purposes described below and those described in any Privacy Supplements.

Purpose of using personal information	Why we do this	Our legitimate interests (the benefits and/or outcomes)
<p>Enquiries. We use your personal information to respond to enquiries and requests for information about Cochlear Foundation and its activities.</p>	<ul style="list-style-type: none"> • Fulfilling contractual obligations • Legal obligations • Our legitimate interests 	<ul style="list-style-type: none"> • To respond to your enquiries • Improving and developing the Cochlear Foundation and our Website • Improving our efficiency
<p>Raising awareness. We use your personal information to raise awareness of our mission, such as inviting you to participate in our initiatives or surveys, and provide feedback to us, or by contacting you with information related to Cochlear Foundation, which we believe will be of interest to you.</p>	<ul style="list-style-type: none"> • With your consent (where required) • Our legitimate interests • Fulfilling contractual obligations 	<ul style="list-style-type: none"> • Identifying which of our events, functions or initiatives may interest you and letting you know about them
<p>Other general purposes (e.g., internal research, analytics, security). In accordance with applicable laws, we may use your personal information for other general purposes, such as maintaining conducting internal research and measuring the effectiveness of campaigns. We may also use your personal information for management and operation of our communications, IT and security systems and to monitor for security or anti-fraud purposes.</p>	<ul style="list-style-type: none"> • Legal obligations • With your consent (where required) • Our legitimate interests 	<ul style="list-style-type: none"> • Improving and developing Cochlear Foundation initiatives and our Website • Improving our efficiency • Protecting our systems, networks and staff

Use of de-identified data. There may be circumstances where we are permitted by law to aggregate or de-identify your personal information, to ensure that the information is no longer connected to you, and after aggregation or de-identification, the data is no longer classified as personal information. Such uses of information are not subject to this Notice.

WHEN DO WE SHARE PERSONAL INFORMATION AND WITH WHOM?

WITH COCHLEAR GROUP

Cochlear Foundation is not a subsidiary or holding company of Cochlear Limited or its related companies (“Cochlear Group”).

However, Cochlear Foundation may receive in-kind contributions and support from the Cochlear Group, such as assistance in developing and promoting Cochlear Foundation’s initiatives. We may share personal information with the Cochlear Group so that the Cochlear Group may provide such support and in-kind contributions to further the Cochlear Foundation’s initiatives and mission.

The Cochlear Group will only use and share your personal information consistent with the purposes set out in this Privacy Notice.

WITH OUR SERVICE PROVIDERS.

We share personal information with organisations that provide or perform services to, for or on behalf of Cochlear Foundation; for example, companies that provide website hosting and support services, or that help develop content for Cochlear Foundation and its Website. In some cases, you may provide your personal information directly to these third party service providers, and the data may or may not be shared by that third party with Cochlear Foundation. We will ensure such service providers are required to protect the confidentiality of the personal information we share with them and to use it only to provide services to us or on our behalf.

WITH OTHER THIRD PARTIES.

Except in situations where you have given your consent, we do not license or sell your personal information to third-party companies for their own marketing purposes. The identity of any such third-party company will be disclosed to you at the time your consent is sought.

BUSINESS TRANSACTIONS.

Your personal information may be transferred to a company that has acquired the stock or assets of Cochlear Foundation; for example, as the result of a sale, merger, reorganisation or liquidation. If such a transfer occurs, the acquiring company’s use of your personal information will still be subject to this Notice and the privacy preferences you’ve expressed to us.

LEGAL/GOVERNMENT REQUESTS AND THE PROTECTION OF COCHLEAR FOUNDATION AND OTHERS.

We may disclose personal information when we, in good faith, believe disclosure is appropriate to:

- comply with the law (or a court order or subpoena);
- comply with lawful requests from public and governmental authorities;
- prevent or investigate a possible crime, such as fraud or identity theft; or
- protect the rights, property or safety of Cochlear Foundation, our users or others.

HOW DOES COCHLEAR FOUNDATION USE COOKIES, SOCIAL MEDIA PLUG-INS AND SIMILAR TECHNOLOGIES?

Cookies are small files that contain data, such as unique identifiers, that your internet browser stores to help websites keep track of information between visits. When you visit our Website, it may store or retrieve information on your browser, mostly in the form of cookies. Our website may use cookies to help us:

- understand which of our web pages you visit, how often and from what types of devices;
- personalise elements of our Website based on your browser, device, country and language; and
- gather information about the website you came from and other sites you have visited to help categorise your browsing.

As an example, when you visit our website, cookies help us identify what you search for, what content you visit, and how frequently you return. The information we collect via cookies does not directly identify you.

THIRD PARTY COOKIES

Some of the cookies used by our Website are set by us, and some are set by third parties on our behalf for the purpose described in this Notice.

We use Google Analytics to collect data such as IP addresses to obtain statistical data about use of our website (together “Google Services”). Google Services allow your usage to be correlated across multiples devices, such as across your mobile phone and desktop computer. [Click here](#) to learn more about Google Analytics or prevent it from collecting information about your visit to our websites, or visit <http://myaccount.google.com> to control your advertising experience across Google Services.

If you do not want to allow cookies, you can configure your internet browser to reject cookies. Doing so may prevent certain features of our websites from working as intended. To learn more about cookies and similar technologies, visit <http://allaboutcookies.org>.

Please visit your mobile device manufacturer's website or operating system for instructions relating to any other additional privacy controls, for example geolocation and device identifiers.

SOCIAL MEDIA PLUG-INS

In addition to cookies, we may also implement social media plug-ins from social networks like Facebook and Twitter so that you can share things from our Website with your online friends and connections. With every visit to our site which includes a plug-in, your browser will connect to the social media servers such as Facebook and/or Twitter. If you are logged-in to the social media servers such as Facebook and/or Twitter while you are visiting our Website, they may associate your browsing on our Website with your respective user account.

STORING PERSONAL INFORMATION

WHERE IS PERSONAL INFORMATION PROCESSED AND STORED?

Processing and storage. Cochlear Foundation is located in Sydney, Australia. Your personal information may be transferred to, processed and stored in Australia and anywhere the Cochlear Foundation's service providers operate, which may include the European Union, the United Kingdom, the United States and elsewhere.

Transfer of your personal information. We may process your personal information outside of the country in which you are based for the purposes set out in this notice. When we transfer your personal information to other countries, we take reasonable steps to ensure that applicable laws are being followed. To the extent that personal information is collected from residents of the European Economic Area and the United Kingdom and transferred to countries which may have lower legal standards for protection of personal information, Cochlear Foundation will take steps to protect and otherwise process it in accordance with EU standards of data protection. We (i) have put in place European Commission-approved standard contractual clauses to protect your personal information (and you have a right to ask us for a copy of these clauses by contacting us as set out below) and/or (ii) will rely on your consent (where required by law).

FOR HOW LONG WILL COCHLEAR FOUNDATION RETAIN PERSONAL INFORMATION?

Cochlear Foundation will only keep personal information in an identifiable form for as long as it is necessary to fulfil the purpose for which it was originally collected or any additional uses you have agreed to, or to satisfy our regulatory and legal record keeping obligations. After that, we will either delete the information or de-identify it so that it is no longer associated with you.

SECURITY

Measures taken by Cochlear Foundation. Cochlear Foundation has implemented appropriate physical, administrative, technical and organisational measures to help protect personal information

from misuse, loss, and unauthorised access or disclosure. Our security measures include appropriate access control, encryption (where appropriate) and regular security assessments.

Measures we expect you to take. It is important that you also play a role in keeping your personal information safe and secure. You should also make use of any privacy settings or controls we provide you in our Website.

CHILDREN'S INFORMATION

HOW DOES COCHLEAR FOUNDATION ADDRESS CHILDREN'S PRIVACY AND PARENTS' RIGHTS?

Our Website and initiatives are intended for general audiences and are not specifically directed toward children. Children may participate in certain Cochlear Foundation initiatives only with a parent or carer's consent.

YOUR RIGHTS

HOW CAN YOU ACCESS, CORRECT OR DELETE PERSONAL INFORMATION?

We respect your right to make choices about how we collect, use and share your personal information. Whenever we collect your personal information, we take steps to help ensure that it is accurate, complete, and up-to-date. We understand that your personal information and your privacy preferences may change over time.

Where provided by law, you can access, correct, amend or delete your personal information within Cochlear Foundation's control or restrict or object to the processing of your personal information. Where you have consented to the processing of your personal information, you have the right to withdraw your consent at any time. To help protect your privacy and security, we will take reasonable steps to verify your identity before providing you with access to your details or correcting, amending or deleting our records. Please note that any identification information provided to us will only be processed in accordance with, and to the extent permitted by applicable laws.

You can always unsubscribe from electronic communications either via the unsubscribe links within the communications or by contacting us via one of the methods described at the end of this Notice.

We hope that we can satisfy queries you may have about the way we process your personal information. However, if you have unresolved concerns you also have the right to complain to competent data protection authorities.

CONTACT US

HOW CAN YOU RAISE QUESTIONS OR CONCERNS ABOUT THIS NOTICE OR ABOUT HOW COCHLEAR FOUNDATION HANDLES YOUR PERSONAL INFORMATION?

Should you wish to access your information, or raise any questions or concerns about this Privacy Notice or how we handle your personal information, please contact us via email at contact@cochlearfoundation.org or at the address below:

COCHLEAR FOUNDATION LIMITED

Attn: The Board of Directors

1 University Avenue

Macquarie University

NSW 2019 Australia

WHAT HAPPENS WHEN THIS NOTICE CHANGES?

We may need to update this notice from time-to-time for a variety of reasons, including changes in laws, regulations and our operations. When we make a change, we'll post our updated privacy notice 30 days before it becomes effective to help ensure that you are aware of what's new.