

Costco Wholesale Australia
Notice of Privacy Practices – Optical and Hearing
Last updated: April 2020

Protecting your privacy

Costco Wholesale Australia Pty Limited (“Costco”, “we” or “us”) acknowledges you are concerned over how personal information about you is used. This notice explains how your personal information is collected, used and disclosed, and how your privacy is protected, in relation to our optical and hearing centres.

What is personal information and how is it collected?

Personal information is information related to an identified or identified individual.

Our staff will collect your personal information, including your health information, directly from you in most cases, for example when:

- you visit Costco for an optical examination or hearing test; or
- you visit Costco to purchase or order prescription glasses, contact lenses or a hearing aid.

Each time, you will be required to provide your name, address, contact details, date of birth, identity documentation, and other identification and transaction data. You may also be asked some questions on what you do, your lifestyle, your job and any hobbies you have that will assist us to help you choose the best eyewear and eye care and to help us to fit your hearing aid(s).

Occasionally, we may need to receive or provide personal information from or to a third party. For example, we may collect personal information from your health fund or from a government agency who may advise us whether you are eligible for certain rebates or we may need to provide some details to a health fund, or otherwise in the course of communicating with your health service providers. We may also occasionally need to receive personal information from our corporate affiliates located outside of Australia.

How we use and disclose your personal information

We will collect, use and disclose your personal information for the purpose of providing you with the health services you request, which includes processing payments and rebates. In particular, Costco optometrists and audiologists or audiometrists (health professionals) will have access to your records for professional purposes only. Some other staff may assist you in completing the personal information or have your information ready for the health professionals in accordance with our privacy obligations.

Your personal information is collected to ensure you are given the most suitable hearing testing services, hearing aid fittings, eye care services and eyewear product.

As a Costco member, your personal information may be used in connection with:

- advising you that you may be due for further, related services (including optical examinations or hearing tests, or for a hearing aid adjustment);
- keeping you updated about new health products and services and special promotions and offers;

- storing electronic health records within onsite or offsite servers;
- processing or obtaining payment for government-funded health services (for example, obtaining authorisation from your insurer or a government agency for payment);
- processing or obtaining payment from your health insurance provider;
- internal management purposes, including planning, resource allocation, policy development, quality improvement, monitoring, audit, evaluation and reporting;
- responding to your queries or complaints.

Our health professionals may, with your consent, refer you to a medical practitioner and provide relevant information to that medical practitioner about your particular condition.

We may also disclose your health information without your knowledge or consent if a law, regulation, search warrant, subpoena or court order legally authorises us or requires us to do so or to protect the rights, property or personal safety of Costco, its customers, employees or other members of the public. We may also be required to disclose certain health information in order to maintain standing with professional health bodies, including those for pharmacists, audiologists and opticians.

[Your personal information may be transferred to countries outside of Australia. For example, we transfer personal information to our corporate affiliates, located in the United States, Canada, United Kingdom, Japan, South Korea, Taiwan and Mexico, for the purposes described in this Privacy Notice. We also transfer personal information to service providers that process and store personal data for us in the United States, Canada and other locations (as an example, Google and Microsoft process personal data for us in various data centre locations, including those listed at <http://www.google.com/about/datacenters/inside/locations/> and <https://azure.microsoft.com/en-us/global-infrastructure/regions/>, respectively).]

How does Costco share personal information with third parties?

We may share your personal data with companies that perform services for us (web hosting, information technology, payment processing, product fulfilment, product delivery and shipment, installation and warranty services, claims processing, direct mail and email distribution, marketing, and the provision of data analytics, claims management, loss adjustment, security, insurance, audit, accountancy, legal and advisory services). We share personal information to provide customer service and resolve complaints, identify, investigate and prevent fraudulent transactions, communicate with you, provide recall or emergency notices, analyse date or member activity, design and execute our marketing campaigns, administer our promotions and provide advertising services.

We may share personal information with companies that we partner with to provide you with certain products and services, such as optical and hearing aid suppliers and manufacturers or distributors who ship products directly to you.

We may also share personal information with third parties other than those described above when we have your consent to do so

We keep your personal information up-to-date

Costco will take reasonable steps to ensure that your personal information is up-to-date whenever we collect or use the information. We require you to provide accurate personal information so we are able to provide you with the best service.

If you tell us, Costco will ensure your personal information is correct and current

If, when you visit the health professionals or you acquire your personal information, you find the personal information we hold about you is out-of-date or incorrect, please advise us immediately and we will correct it.

Your rights in relation to our handling of your personal information

On request and if you are positively identified, Costco will provide you with any personal information Costco holds. This information may be accessed by visiting the Costco warehouse where the information was collected. You also have the right to request that we correct or supplement your personal information if it is inaccurate or incomplete.

How we hold and secure your personal information

We protect any personal information we collect from you from misuse and loss. Your data is also protected from unauthorised access, modification or disclosure. Your data is only accessed for approved uses and only by authorised users and only for approved purposes.

We have put into place security measures in an effort to protect personal information from loss, misuse or alteration. Personal information we collect is stored electronically and in hard copy form and may be combined with other membership information. We use technical, contractual, administrative and physical measures in an effort to protect against unauthorised access. This information may be stored in a jurisdiction outside Australia and/or shared with service providers and other Costco companies. Any company, including other Costco companies, must use the information only for the purpose for which we share it, and we endeavour to make sure that any recipient of your information also has adequate measures in place to protect your information against unauthorised access.

In addition to this, our employees are trained and observe strict principles of confidentiality. Any breach of confidentiality will be disciplined with dismissal being a possible outcome depending on the severity of the breach.

Consent

By proceeding with any health services provided by Costco, the purchase of a hearing aid or prescription glasses, you consent to Costco to acquire and store your personal information in the manner described. This consent is acknowledged in writing on the forms completed for these services.

Changes to this Privacy Notice

We reserve the right to change this Privacy Notice from time to time. If we make changes, we will notify you by revising the date at the top of this policy.

Need more information or have a complaint?

If you have a query on how your personal information is collected or used, or any other query or complaint relating to privacy, please contact one of our health professionals during business hours.