



PRIVACY POLICY



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1 OUR PRIVACY POLICY

- 1.1 Your privacy is very important to Change Coaching Australia Pty Ltd ACN 162 458 004 (Us, We).
- 1.2 We comply with the Privacy Act 1988 (the Act) and with the Australian Privacy Principles (APP's) contained in the Act. This Privacy Policy sets out how We manage your personal information.

2 WHAT INFORMATION WILL WE COLLECT AND HOLD?

- 2.1 When you access and use Our Services, We may collect your personal information that is reasonably necessary for one or more of Our functions and activities. This may include sensitive information.
- 2.2 "Personal information" is information or an opinion (whether true or not) about an identified individual (or an individual who is reasonably identifiable) whether the information or opinion is recorded in a material form or not.
- 2.3 "Sensitive information" includes personal information about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record and health information about an individual
- 2.4 Depending on the nature of your dealings with Us, We collect and hold personal information such as your name, address, contact details, date and place of birth, Medicare number, job title, financial details and all other information that you provide Us or We collect during the course of your dealings with us.

3 HOW DO WE COLLECT AND HOLD PERSONAL INFORMATION?

- 3.1 We collect personal information from you directly when you personally provide that information to us, such as in person, over the telephone, electronically or through written correspondence. For example, when you register as a Change Coaching Australia Member or otherwise use Our website, you provide personal information such as your name, username, password, and email address.
- 3.2 Our servers automatically record information (Log Data) created by your use of the Services. Log Data may include information such as your IP address, browser type, the referring domain, pages visited, your mobile carrier, device and application IDs, and search terms. Other actions, such as interactions with Our website, applications and advertisements, may also be included in Log Data.
- 3.3 Like many websites, We use "cookie" technology to collect additional website usage data and to improve Our website, but We do not require cookies for you to be able to browse public web pages available on Our website. A cookie is a small data file that is





transferred to your computer's hard disk. We require that your browser stores a session cookie for a successful login and subsequent use of nonpublic services. We may use both session cookies and persistent cookies to better understand how you interact with Our website, to monitor aggregate usage by Our users and web traffic routing on Our website, and to improve Our services. Most Internet browsers automatically accept cookies. You can instruct your browser, by editing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit.

- 3.4 We hold information in a number of ways, including electronically (such as electronic databases and email contact lists) and in hard copy (such as paper files held in drawers and cabinets).

4 FOR WHAT PURPOSES DO WE COLLECT YOUR PERSONAL INFORMATION?

- 4.1 We collect, hold, use and disclose personal information that is reasonably necessary for Us to carry out Our functions or activities. The main purposes for which We collect, hold, use and disclose personal information are to:
- a) allow you access to Our website and services;
 - b) arrange to provide you with services;
 - c) provide you with information;
 - d) obtain goods and services;
 - e) perform research and statistical analysis; and
 - f) answer queries and resolve complaints.

5 WHEN DO WE DISCLOSE THE INFORMATION?

- 5.1 We only disclose information where We need to in order to advance your interests, or when We are required by law to disclose it. Generally We will try to ensure that you are aware whenever information is being disclosed to a third party.
- 5.2 We engage certain trusted third parties to perform functions and provide services to Us and you (such as Change Technicians). We may share your personal information with these third parties, but only to the extent necessary to perform these functions and provide such services, and only where these third parties have agreed to honor the protections of this privacy policy.

6 DIRECT MARKETING

- 6.1 If We are permitted by law, We may use your personal information to send you newsletters, updates, invitations, articles and other material about Our products and services. Where you have consented to receiving these communications, that consent will remain current until you advise Us otherwise. You can opt out at any time by contacting Us at enquiries@change coachingaustralia.com.au.



7 OVERSEAS RECIPIENTS

7.1 We are not likely to disclose your personal information to overseas recipients.

8 SECURITY OF YOUR PERSONAL INFORMATION

8.1 We take reasonable steps to protect your personal information. However We are not liable for any unauthorised access to this information.

9 CAN YOU ACCESS THE INFORMATION?

- 9.1 You are entitled to ask what information We hold about you. Within a reasonable time, We will inform you of the personal information and/or sensitive information that We hold about you. You may then ask Us to show you the information so that you can check to ensure that it is accurate, complete and up to date.
- 9.2 We will give you access to the information unless We are entitled to refuse access pursuant to APP 12.3, in which case We must provide you with a written notice setting out, among other things, the reasons for the refusal.
- 9.3 You may ask Us to amend the information if it is not accurate, complete or up to date and We will respond to that request within a reasonable time. If We refuse to amend the information, We will provide you with a written notice setting out, among other things, the reasons for that refusal. If We refuse to amend the information, you may ask Us to attach a note to the information indicating that you think it is inaccurate, incomplete or out of date and We will respond to that request within a reasonable time.

10 CONSEQUENCES IF ALL OR PART OF THE INFORMATION WE REQUEST IS NOT PROVIDED

10.1 You may choose not to provide Us with some or all of the information that We request. If you choose to do this it may cause extensive delays in progressing your matter, and in some circumstances We may not be able to properly act for you, advance your interests or contact you to provide you with advice.

11 COMPLAINTS OR QUERIES

11.1 If you have a complaint or query about Our Privacy Policy, for example, where you believe that We have breached a provision of the Act, an APP or a registered APP code (if any) that binds us, or if you have any questions or concerns about Our Privacy Policy, please contact Us on enquiries@change coachingaustralia.com.au. We will deal with any complaint diligently and fairly and respond to you within a reasonable time.

12 CHANGES TO THIS POLICY

12.1 We may revise this Privacy Policy from time to time. The most current version of the policy will govern Our use of your information and will always be at <http://www.change coachingaustralia.com.au/privacy-disclaimer/>.