



## Jennifer Demiri t/a Create Again ABN 42 273 791 122 Coaching Services - Privacy Policy

I respect the privacy of all my customers and business contacts, and am committed to safeguarding the personal information which you provide me. I am bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 and have developed this Policy in line with these obligations. This Policy sets out my privacy obligations to you and explains the types of personal information that I may collect, hold, use and with whom the information is shared. It also sets out how you can contact me if you have any queries or concerns about this information.

I may amend or replace this Policy from time to time without prior notification. Any changes to this Policy will be effective as soon as it is posted. If you continue to use the Create Again website or accept my services after changes have been posted, you are regarded as having accepted the Policy changes.

### TYPES OF INFORMATION COLLECTED

I may collect personal information about you, including your name, email address, physical/postal address, IP addresses of your personal computer, date of birth, telephone numbers and banking details.

I may also collect sensitive information about you, like information about your health, racial or ethnic origin, your political opinions or memberships, your religious beliefs or affiliations or your sexual orientation and practices. The NPP's imposes detailed restrictions on my use and disclosure of any sensitive information that is collected by or disclosed to me.

### HOW YOUR INFORMATION IS COLLECTED

I collect this information directly from you via my website or communications with you or from business cards or on a form you complete (for example a service request form) or from a third party you have authorised to provide me with that information (like business associates, employers, credit reference agencies, banks, credit reporting bureaus or other sources including publications and databases which are publicly or commercially available) or from customer surveys you complete.

By providing me with personal information about yourself when you use my website or when you accept my services, you consent to the collection, use, disclosure and transfer of that information as set out in this Policy. By using my website, you also consent to my use of cookies.

### WHY I COLLECT YOUR INFORMATION AND HOW I USE THAT INFORMATION

Generally, I collect and use personal information so that I can provide my services to you, to meet my obligations to you, to keep in contact with you and to update you on my business activities. I may also collect and use your personal information to assist in identifying ways in which I can provide you with a better service or to enhance your experience of my website.



Unless you tell me otherwise, I may use personal information about you for marketing and research purposes. You can let me know at any time if you no longer wish to receive marketing material. Please note that I may still need to use your personal information to provide you with the services you have requested from me as a customer.

#### HOW YOUR INFORMATION IS DISCLOSED

All information collected by me will not be shared with any other person, other than those retained to assist in the provision of my services to you. These include any of my employees, agents, consultants and sub-contractors, along with those who assist me in running my business and my website. I may also disclose your personal information to a third party who will provide related services to you. If that is the case, I will take reasonable steps to require that these organisations agree to comply with the APPs and that they acknowledge the privacy and confidentiality of your information.

When delivering my services to you, it may be necessary to transfer your information to countries outside Australia. In such instances, I will take the reasonable steps to ensure your privacy rights will not be violated and held to the same high standards.

The only other time I will disclose your information is when I am legally bound to do as required by the law or by the court or a statutory body.

#### KEEPING YOUR INFORMATION SECURE AND ACCURATE

I will take appropriate steps to keep your information confidential and secure and to ensure that it is complete and accurate. Under the APPs you have the right to request access to the personal information I hold about you or to request that any personal information I hold about you is corrected.

#### CONTACT ON PRIVACY ISSUES

For further information about your privacy rights visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

If you feel that I have not complied with any of my privacy obligations, or if you have other privacy related queries (including a request to access or correct any information I hold about you), please contact me at the following:

By email at: [admin@createagain.com.au](mailto:admin@createagain.com.au)