

women*scircus

Policy: Privacy Policy

Last reviewed: 20/09/21

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Board approved date: 22/09/21

Responsible persons: General Manager

PRIVACY POLICY

The privacy of your personal information is a priority at Women's Circus Ltd ("Women's Circus") ABN 32 103 482 695. We are committed to complying with the Privacy Act's requirements in respect of the collection and management of your personal information.

This statement is our privacy policy which explains how we collect and handle your personal information. It also describes the types of personal information we hold, how it is collected, held, used and disclosed and our purpose for doing so.

What information do we collect?

We rely on both the Personal and Sensitive information that we receive and hold to conduct our business. "Personal Information" generally means information about an individual whose identity can reasonably be obtained from that information. Please refer to the Privacy Act 1988 (Cth) for a full definition. "Sensitive Information" includes information about your health.

The types of Personal Information generally collected by us include:

- your name and address,
- mobile and telephone numbers, and email address,
- credit card details,
- your date of birth.

Personal Information is also collected in the course of providing services to and communicating with you.

The types of Sensitive Information generally collected by us include information relating to:

- your health,
- your medical history,
- whether you smoke or are pregnant,
- whether you are on any medication and

- other health related information that is necessary to properly advise you about our training program

We take reasonable steps to ensure that the personal information that we collect about you is accurate, complete, up-to-date and relevant. You can help us by letting us know about any changes to your personal information, such as your address, email address or telephone number.

How we hold personal information

We may store Personal Information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take reasonable steps to maintain the security of your Personal Information and to protect it from unauthorised disclosures. Your Personal and Sensitive Information is stored behind industry standard firewalls and where applicable, protected by usernames and passwords. While we take these steps to maintain the security of your Personal Information, you should be aware of the many information security risks that exist today and take appropriate care to help safeguard personal information.

We do not sell, rent or trade our customers' or other stakeholders' Personal or Sensitive Information to or with third parties.

Some of your Personal or Sensitive Information may be transferred, stored, processed or used overseas by us or by our service providers. This may happen if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage, and processing of your Personal Information outside of Australia.

Using your personal information

Any Personal or Sensitive Information that we collect about you will be used and disclosed by us so that we can provide you with the services that you have requested or otherwise to enable us to carry out our functions. For example, we may make training staff aware of information about your health, so that they can safely support and monitor your participation in our classes.

Once we have collected your personal information we will only use it in the following ways:

- to provide our products and services to you, or to provide you with a quote or offer for our products and services
- to provide you with better customer service
- if you are or become a customer of ours, to communicate with you about your account with us, including issuing invoices and seeking payment of those invoices
- to communicate with you about your business or other relationship with us
- for administrative, planning, product or service development, quality control and research purposes relating to our products and services
- to update our records and keep your contact details current
- or marketing purposes where we have your express or implied consent to contact you using one or more types of personal information that we hold about you or we are otherwise permitted by law to do so; and/or
- if you lodge a complaint with us, to process and respond to your complaint.

How we use personal information for Direct Marketing

We may also use Personal Information so that we can promote and market products, services and special offers that we think will be of interest to you (which may include products, services and offers provided by a third party such as ticketing agencies or a

sponsor). This marketing may be carried out in a variety of ways (including by email, SMS/MMS, or social media or by customising on-line content and displaying advertising on websites) and may continue after you cease acquiring any products or services from us until you opt-out by emailing info@womenscircus.org.au or unsubscribing via the link on any Women's Circus electronic direct mail-out.

How to access or correct your personal information or make a privacy complaint

If you wish to access any of your Personal Information that we hold or would like to correct any errors in that information, please update your Mindbody account or contact us at info@womenscircus.org.au so that we can consider and respond to your request.

You may also use these contact details to notify us of any privacy complaint you have against us, including if you think that we have failed to comply with the Australian Privacy Principles (APP) or any binding APP code that has been registered under the Privacy Act. We are committed to acknowledging your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, you may also be able to lodge a complaint with a relevant regulator such as the Australian Information Commissioner (www.oaic.gov.au).

This Policy has been issued by Women's Circus, effective as at 1 October 2021. From time to time, we may need to change this Policy.