

# Privacy Policy

Wellness Designs is strongly committed to protecting your privacy. In collecting and handling your information, we strictly abide by the National Privacy Principles established under Schedule 3 of the *Privacy Act 1988 (Cth)*. Further information about the principles and a copy of the Act can be found at [www.privacy.gov.au](http://www.privacy.gov.au)

## 1. The kind of personal information that Wellness Designs collects

The kind of personal information that Wellness Designs will collect from you will depend on the circumstances in which that information is collected. It may include:

- your name, date of birth and gender
- contact details (your address, email, phone and facsimile details)
- current and former employment details, including the name of your employer, your position with that employer, the duration of your employment and your management experience
- education and qualifications
- skills and areas of interest (professional and otherwise)
- other professional memberships
- career intentions
- your IP addresses and the dates and times of visits to Wellness Designs' websites
- survey information and data from events you attend or subscribe to.

## 2. How Wellness Designs collects personal information

Wellness Designs usually collects personal information through:

- the Wellness Designs' websites, including through online enquiry forms and cookies
- enrolment, registration and attendance at event or training sessions
- the provision of customer service and support
- requests for brochures, to join a mailing list or to be contacted for further information about Wellness Designs' services
- responses to surveys or research conducted by Wellness Designs
- social media and other external websites.

## 3. Use and disclosure of personal information

Wellness Designs' main purposes for collecting, holding, using and disclosing personal information are the following:

- administer training enrolments;
- transactions including for the payment of services and Wellness Designs materials;
- improve and develop Wellness Designs products and services to you and other clients of Wellness Designs
- measure consumer interest in Wellness Designs' services
- marketing and promotional purposes including to inform you of other Wellness Designs products, services and publications
- student support services

- share curriculum information with facilitators and assessors to deliver training and qualifications
- access to online systems.

We may disclose some or all of this personal information to third parties with whom we may collaborate for service delivery or service providers providing support such as administration, marketing or IT management. This may also include cloud based internet applications that are hosted outside of Australia for its operational business platforms.

## **4.Data quality**

Wellness Designs strives to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

## **5. Data security**

All personal information is stored in a combination of secure computer storage facilities and paper-based files and other records. We have taken a number of steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure. We use generally accepted technology and security so that we are satisfied that your information is transmitted safely to us through the internet or other electronic means. We will take reasonable steps to securely destroy or permanently de-identify personal information when we no longer require it.

## **6. Openness**

Wellness Designs has provided this Privacy Policy for the information of its clients and all other interested parties. A copy of this document is available upon request or, alternatively, is accessible via our website.

## **7. Accessing and correcting the information Wellness Designs keeps about you**

You may at any time request access to the information that Wellness Designs has collected from you. Wellness Designs requests that this be in writing via one of the following mechanisms:

Email: [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au)

Postal address: PO Box 54, Underwood, QLD, 4119

Wellness Designs may require that you provide sufficient identification before allowing you to access the personal information held about you. If Wellness Designs is required or authorised by law to do so, it may refuse to provide you with access to this information.

Wellness Designs will either provide you with access or inform you of its decision to refuse access within 30 days of receiving your request.

## **8. Identifiers**

Wellness Designs does not adopt, use or disclose any identifiers assigned by a Commonwealth Government agency.

## **9. Anonymity**

Wellness Designs allows its clients, where lawful and practicable, the option of not identifying themselves when entering into transactions with us.

## **10. Sensitive information**

Wellness Designs will only collect sensitive information about a client where the client has given express permission to do so, or is required to by law.

## Contact us

Please contact us if you have any enquiries or complaints relating to Wellness Designs' Privacy Policy via:

Phone: 1300 914 558

Mail: PO Box 54 Underwood QLD 4119

Email: [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au)

*Wellness Designs reserves the right to amend this Privacy Policy at any time and notify you by posting an updated version of the Policy on the Wellness Designs website. This Privacy Policy is in effect as at 15 April 2016.*