

# Privacy Policy

## 1. Definitions and Interpretation

In this Privacy Policy unless the contrary intention appears:

- (a) The singular includes the plural and vice versa;
- (b) A reference to a party includes that party's legal personal representative, heirs and assigns;
- (c) **Australian Privacy Principles** means the principles contained in Schedule 1 of the *Privacy Act 1988* (Cth) which can be found via this link <https://www.legislation.gov.au/Details/C2018C00034>;
- (d) **BS** means Blossoming Spirit;
- (e) **CSM** means Creative Soul Mamas;
- (f) **Financial Information** means any information in respect to credit card, bank account, PayPal account or other means of making payment for a product or service;
- (g) **Personal Information** means information or an opinion that identifies an individual. Examples of Personal Information that SB collects include: names, addresses, phone numbers and email addresses;
- (h) **SB** means Sonja Balzarolo ABN 31 647 263 156 which may trade as "*Creative Soul Mamas*", "*Blossoming Spirit*", and other trading names which will be notified to you as and when they arise, from time to time;
- (i) **SB Materials** means all materials, including but not limited to the BS, SB and CSM website content, newsletters, blog posts, information provided in coaching sessions, and all other materials provided by SB to You;
- (j) **Sensitive Information** means information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information;
- (k) **You/Your** means the person who has accessed the BS, SB and CSM Website or BS, SB and CSM Materials or registered for any other BS, SB and CSM offering;
- (l) **Third Party** means any person or entity who is not SB, BS or CSM.

## 2. Introduction

- (a) SB is committed to providing quality services to you and this policy outlines SB's ongoing obligations to You in respect of how SB manages Your Personal Information.
- (b) SB has adopted the Australian Privacy Principles which govern the way SB collects, uses, discloses, stores, secures and disposes of Your Personal Information.

## 3. Collection of Your Personal Information

- (a) Any personal information collected by SB in respect of Your dealings with SB will be kept strictly private and confidential by SB and SB will not disclose any of Your Personal Information to any third party without obtaining Your prior consent.
- (a) Your Personal Information is obtained in many ways including:
  - Newsletter sign up
  - Free Opt-In signup

- Joining any Facebook Group of BS, SB or CSM
  - Webinar signup
  - As a participant in one of SB or CSM's online courses
  - As a participant in one-on-one or group coaching
  - As a podcast guest or guest blogger
  - While purchasing a product or service
  - While commenting on BS, SB or CSM website content
  - From third parties.
- (b) SB doesn't guarantee website links or policy of authorised third parties.
- (c) SB collects Your Personal Information for the primary purpose of providing services to you, providing information to SB's clients and marketing.
- (d) SB may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where You would reasonably expect such use or disclosure.
- (e) You may unsubscribe from any BS, SB or CSM mailing/marketing lists at any time by contacting SB as follows:
- BS and SB List - [sonjabalzarolo@gmail.com](mailto:sonjabalzarolo@gmail.com)
  - CSM List - [info@creativesoulmamas.com](mailto:info@creativesoulmamas.com).
- (f) When SB collects Personal Information SB will, where appropriate and where possible, explain to You why SB is collecting the information and how SB plans to use it.

#### 4. **SB's Use of Your Personal Information**

- (a) SB may use Your Personal to give You information and offers, updates regarding the SB website, SB's regular newsletter and any other SB Materials, however this will only apply if You have registered or subscribed to receive such information.
- (b) Any communication from SB will always provide You with an option to cease receiving such information by unsubscribing at any time via SB's email provider.
- (c) You may request to unsubscribe from any SB Materials by emailing us at the addresses provided in clause 3(e) above and this will be actioned within 24 hours.
- (d) Your Information is not used for any other purposes other than the types mentioned, unless required by law.

#### 5. **SB's Use of Sensitive Information**

Sensitive information will be used by SB only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With Your consent; or where required or authorised by law.

#### 6. **Third Parties and Financial Information**

- (a) Where reasonable and practicable to do so, SB will collect your Personal Information only from You.

- (b) However, in some circumstances SB may be provided with information by third parties.
- (c) In such a case SB will take reasonable steps to ensure that You are made aware of the information provided to SB by the third party.
- (d) The SB website contains links to other websites for the purposes of either providing information relating to SB content or where clearly advised as an affiliate company SB works with.
- (e) SB does not take any responsibility for the information contained on other websites, their currency or accuracy and these links must not be taken as sponsorship or endorsement of these businesses by SB, unless expressly and clearly identified thereto.
- (f) The SB website may sell products and services and in order to complete a purchase on our website you will be asked to enter financial information.
- (g) Financial information will be collected by a third-party provider that SB uses for order fulfilment and payments and any third party supplier SB uses will have appropriate and safe systems in place to ensure your Financial Information is securely collected and stored.
- (h) SB may provide Your details to a Third Party to fulfil an order placed by You, if the order is to be fulfilled or delivered by a Third Party.
- (i) SB will take all reasonable measures to ensure the provision of Your Personal Information to any Third Party and the subsequent use of Your Personal Information by any Third Party is done so securely and within the context of fulfilling the order.
- (j) Other than as specified in this clause 6, SB will never provide or sell Your Personal Information to any Third Party.

### 7. Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where You consent to the use or disclosure; and
- Where required or authorised by law.

### 8. Security of Personal Information

- (a) SB is committed to ensuring only up to date security is used to protect the integrity and privacy of Your Personal Information.
- (b) Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.
- (c) Your Personal Information may be transferred to, and maintained on, computers located outside of Your state, province, country or other governmental jurisdiction where the privacy protection laws may differ from those in Your jurisdiction.
- (d) If You are located outside the United States and choose to provide information to SB, please note that some Personal Information may be transferred to the United States and processed there.
- (e) Your use of SB Materials constitutes Your consent to this Privacy Policy and your submission of Your Personal Information to SB represents your agreement to any transfer of Your Personal Information.

- (f) When Your Personal Information is no longer needed for the purpose for which it was obtained, SB will take reasonable steps to destroy or permanently de-identify Your Personal Information.
- (g) Notwithstanding clause 8(f) above, most of the Personal Information is or will be stored in client files which will be kept by SB for a minimum of 7 years.

### 9. Children's Privacy

- (a) SB's products and services do not address and are not directed towards anyone under the age of thirteen (13).
- (b) SB does not knowingly collect Personal Information from anyone under the age of thirteen (13).
- (c) If You are a parent or guardian and You are aware that Your child/ren has/have provided SB with Personal Information please email us as follows:
  - BS and SB - [sonjabalzarolo@gmail.com](mailto:sonjabalzarolo@gmail.com)
  - CSM - [info@creativesoulmamas.com](mailto:info@creativesoulmamas.com).
- (d) If SB becomes aware that Personal Information has been collected from someone under the age of thirteen (13) without verification of parental consent SB will take immediate steps to remove that Personal Information from our servers.

### 10. Access to Your Personal Information

- (a) You may access the Personal Information SB holds about You and to update and/or correct it, subject to certain exceptions.
- (e) If You wish to access Your Personal Information, please email us as follows:
  - BS and SB - [sonjabalzarolo@gmail.com](mailto:sonjabalzarolo@gmail.com)
  - CSM - [info@creativesoulmamas.com](mailto:info@creativesoulmamas.com).
- (b) SB will not charge any fee for Your access request, but may charge an administrative fee for providing a copy of Your Personal Information.
- (c) In order to protect Your Personal Information SB may require identification from You before releasing the requested information.

### 11. Maintaining the Quality of Your Personal Information

- (a) It is important to SB that Your Personal Information is up to date.
- (b) SB will take reasonable steps to make sure that Your Personal Information is accurate, complete and up-to-date.
- (c) If You find that the information SB has is not up to date or is inaccurate, please advise SB as soon as practicable so Your Personal Information records can be updated and SB can ensure to continue to provide quality services to You.

### 12. Cookies

- (a) The SB website uses cookies to analyse website traffic and help us provide a better website visitor experience.
- (b) As a user You have the ability to disable cookies on Your browser, however this may reduce Your user experience when using the SB website.

### 13. Severability

If the whole or any part of a term of this Privacy Policy is void, unenforceable or illegal it is severed and the remainder of this Privacy Policy shall have full force and effect.

### 14. Governing Law and Jurisdiction

- (a) Queensland law applies to this Privacy Policy and You and SB submit to the non-exclusive jurisdiction of the courts of Queensland and the Federal Court of Australia, including any Court of Appeal therefrom.
- (b) You acknowledge and agree to waive any rights You may have to object to any action being brought in the courts referred to in clause 14(a), to claim that any action has been brought in an inconvenient forum or to claim that the courts referred to in clause 14(a) do not have jurisdiction.

### 15. Policy Updates

- (a) SB reserves the right, as privacy requirements change and the business evolves, to periodically update this policy.
- (b) Please check back regularly as a visitor to this website for updates.

### 16. Privacy Policy Complaints and Enquiries

If You have any queries or complaints regarding the SB Privacy Policy please email [sonjabalzarolo@gmail.com](mailto:sonjabalzarolo@gmail.com).