



PRIVACY POLICY

1. We respect your privacy

- a. Wellness Designs Pty Ltd ABN 92 608 114 521 (**Wellness Designs, Us or We**) respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. This policy sets out how we collect and treat your personal information.
- b. We have developed our own privacy principles which adhere to the Australian Privacy Principles (**APPs**) contained in the *Privacy Act 1988 (Cth)* (the **Privacy Act**).
- c. We also comply with the *Spam Act 2003 (Cth)*, which deals with restrictions on sending emails. We do not and will never spam you!
- d. This Privacy Policy sets out how we collect, use, store and disclose your personal information.
- e. We may modify this policy from time to time by publishing it on our website. We encourage you to check our website at www.wellnessdesigns.com.au periodically to ensure that you are aware of our current Privacy Policy.
- f. You may contact us in writing at **The Director, Wellness Designs Pty Ltd, PO Box 54, Underwood, 4119, Queensland**, email us at info@wellnessdesigns.com.au or telephone us on **1300 914 558** for further information about this Privacy Policy,

2. What personal information is collected

- a. "Personal information" is information we hold which is identifiable as being about you. This includes information such as your name, email address, phone number, student identification number, or any other type of information that can reasonably identify an individual, either directly or indirectly.
- b. Personal information includes information or an opinion (whether true or not) about an identified or a reasonably identifiable individual.
- c. Wellness Designs will, from time to time, receive and store personal information you submit to our website, provided to us directly or given to us in other forms.
- d. You may provide basic information such as your name, phone number, address and email address to enable us to send you information, provide updates and process your product or service order. Only where relevant and with your consent, you may provide us with sensitive information (e.g. where you register for an event or seminar we may ask you for information about your health, any disabilities and special dietary needs; or we may collect this information to provide our tailored consultancy services).

3. How we collect your personal information

- a. Wellness Designs collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we engage in business activities with you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.
- b. We may collect additional information at other times, including but not limited to, when you:



- i. provide feedback or testimonials;
 - ii. provide information about your personal or business affairs;
 - iii. change your contact or email preference;
 - iv. respond to surveys and/or promotions;
 - v. complete assessment tasks related to our training programs/courses;
 - vi. engage us to provide consultancy or advisory services;
 - vii. subscribe to one of our online services, newsletters, mailings lists or our website; or
 - viii. register for or attend one of our events or seminars.
- c. Additionally, we may also collect any other information you provide while interacting with us.
- d. In addition, if you apply for a job with us, we may collect certain information about you including information about your working history, and relevant records or checks from any recruitment consultant or from your previous employers, universities and others who may be able to assist us in our decision as to whether to make you an offer of employment.
- e. The Privacy Act contains certain exemptions in relation to certain acts undertaken in relation to employee records and related bodies corporate. Where appropriate we make use of relevant exemptions in the Act.
- f. By providing us with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

4. How we use your personal information

- a. Wellness Designs may use personal information collected from you to provide you with information about our products or services. We may also make you aware of new and additional products, services and opportunities available to you.
- b. Wellness Designs will use personal information only for the purposes that you consent to. This may include to:
- i. provide to you and improve our products and services, including training and consultancy;
 - ii. to enable you to access and use our website, associated applications and associated social media platforms;
 - iii. to contact and communicate with you;
 - iv. for internal record keeping and administrative purposes;
 - v. conduct, monitor and analyse our business and internal operations;
 - vi. identify and develop new products and services you may be interested in;
 - vii. for analytics, market research and business development, including to operate and improve our website, associated applications and associated social media platforms;
 - viii. for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you;
 - ix. to comply with our legal obligations and resolve any disputes that we may have;
 - x. to consider your employment application;
 - xi. to communicate with you by a variety of measures including, but not limited to, by telephone, email, sms or mail; and
 - xii. to investigate any complaints.
- c. If you withhold your personal information, it may not be possible for us to provide you with our products and services or for you to fully access our website.



- d. We may disclose your personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, legal proceedings or in response to a law enforcement agency request.
- e. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases.

5. Disclosure of your personal information

- a. Wellness Designs may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Privacy Policy.
- b. We may also disclose information to:
 - i. third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;
 - ii. anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
 - iii. specific third parties authorised by you to receive information held by us; and
 - iv. third parties to collect and process data, such as [Google Analytics, Agile CRM or other relevant businesses].
- c. Some of these vendors or other parties may receive or store your information in overseas locations. For example, Agile CRM is hosted on Google Cloud with its hosting locations globally. Agile CRM is subject to the standards of the Google Cloud compliance: <https://www.agilecrm.com/legalese/>.
- d. Wellness Designs does not host or store your personal information outside Australia.
- e. If we do disclose your personal information to a third party, we will protect it in accordance with this Privacy Policy.

6. Access to your personal information

- a. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@wellnessdesigns.com.au.
- b. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act or any other applicable law.

7. Marketing purposes

- a. Where we use your personal information to send you marketing and promotional information by post, email or we contact you by telephone, you will be provided with an opportunity to opt-out of receiving such information.



- b. By electing not to opt-out, we will assume we have your implied consent to receive similar information and communications in the future. We will always ensure that our opt-out notices are clear, conspicuous and easy to take up.
- c. To unsubscribe from our e-mail database or opt-out of communications (including marketing communications), please contact us using the details below or opt-out using the opt-out facilities provided in the communication.

8. In what situations may I deal with Wellness Designs anonymously or by pseudonym?

- a. You have the option to deal anonymously or by pseudonym if you contact us by telephone and you merely seek information about our products or services but you do not wish to enter into any further discussions with us. However, if you wish to deal with us in this way, you will not be able to engage with us in respect of our service offering.
- b. If you wish to engage with us in respect of our product or service offering, you must provide us with your personal information.

9. Complaints about privacy

- a. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to info@wellnessdesigns.com.au. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

10. How do we store and keep your information secure?

- a. We may hold your personal information in either electronic or hard copy form. We use a variety of physical and electronic security measures to keep your personal information secure from misuse, interference, loss or unauthorised use or disclosure. All of our employees are also bound to keep your personal information secure and treat it as confidential.
- b. However, we cannot guarantee the security of your personal information. The Internet is not a secure environment. If you do use the Internet to send us any information, including your email address, please be aware that it will be sent at your own risk.
- c. Our websites and electronic newsletters may also contain links to other websites operated by third parties. Unless expressly stated otherwise, Wellness Designs is not responsible for the privacy practices or the content of those linked websites. The privacy policies that apply to those other websites may differ from our privacy policy, so we encourage individuals to read them before using those websites.

11. Website

- a. *When you visit our website*

When you come to our website (www.wellnessdesigns.com.au) and other associated sites/platforms, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.



b. *Cookies*

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

c. *Third party sites*

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Wellness Designs is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.