

1. Background and purpose of this policy

We are committed to managing personal information in accordance with Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). This policy explains how and why we collect, use, hold and disclose your personal information.

"We", "us" and "our" means Studio Lifewave ABN 32 554 347 213, of 5/6 Torquay Rd, Pialba, QLD 4655.

You consent to us collecting, holding, using and disclosing your personal information in accordance with this policy.

2. What is personal information?

Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

3. What personal information do we collect and hold?

We collect information about you and your interactions with us, for example, when you purchase or use any of our products or services, call us, or otherwise visit our website. The information we collect from you may include your identity and contact details, your history of purchases and use of our products and services and details of enquiries or complaints you make.

(a) Clients and prospective clients

When you enquire about our services or when you become our client, a record is made which includes your personal information. The type of personal information that we collect will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include:

- (i) your name, e-mail, postal address and other contact details; and
- (ii) any additional personal information you provide to us, or authorise us to collect, as part of your interaction with us.

Sometimes, we might also collect health information about you. Please refer to clause 4 for more information on how and why we collect your health information.

(b) Prospective employees or applicants

We collect personal information when recruiting personnel, such as your name, contact details, qualifications and work history. Generally, we will collect this information directly from you.

We may also collect personal information from third parties in ways which you would expect (for example, from recruitment agencies or referees you have nominated). Before offering you a position, we may collect additional details such as your tax file number and superannuation information and other information necessary to conduct background checks to determine your suitability.

(c) Other individuals

We may collect personal information about other individuals who are not our clients. This includes customers and members of the public who participate in events we are involved with, individual service providers and contractors, and other individuals who interact with us on a commercial basis. The kinds of personal information we collect will depend on the capacity in which you are dealing with us. Generally, it would include your name, contact details, and information regarding our interactions and transactions with you.

If you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.

(d) Website

We may collect information about how you access, use and interact with our website. We do this by using a range of tools such as Google Analytics and Wix. This information may include:

- (i) the location from which you have come to the site and the pages you have visited; and
- (ii) technical data, which may include IP address, the types of devices you are using to access the website, device attributes, browser type, language and operating system; and
- (iii) The way you interact with our website.

We may use cookies on our website. A cookie is a small text file that the website may place on your device to store information. We may use persistent cookies (which remain on your computer even after you close your browser) to store information that may speed up your use of our website for any of your future visits to the website.

We may also use session cookies (which no longer remain after you end your browsing session) to help manage the display and presentation of information on the website. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the website.

4. What about your health information?

Health information is a special type of personal information and means information or an opinion about:

- (a) the health or a disability of an individual; or
- (b) an individual's expressed wishes about the future provision of health services; or
- (c) a health service provided to an individual.

We only use your health information to:

- (a) provide you with the best possible service, by ensuring we understand your needs and abilities when participating in our classes.

We will only disclose your health information:

- (a) for the same purpose we collected it from you;
- (b) if the disclosure is directly related to a purpose that you would reasonably expect;
- (c) if the disclosure required by law;
- (d) if the disclosure is necessary to prevent a serious threat to life, health or safety and it's not practical to get your consent; or
- (e) if you agree to it.

5. Why do we collect, hold and use your personal information?

We collect, hold and use your personal information so that we can:

- (a) provide you with products and services, and manage our relationship with you; contact you, for example, to respond to your queries or complaints, or if we need to tell you something important;
 - (b) manage, plan, advertise and administer programs, events, competitions and performances;
 - (c) research, develop and expand our facilities and services;
 - (d) inform you of our activities, events, facilities and services;
 - (e) comply with our legal obligations and assist government and law enforcement agencies or regulators; or
 - (f) identify and tell you about other products or services that we think may be of interest to you.
- If you do not provide us with your personal information we may not be able to provide you with our services, communicate with you or respond to your enquiries.

6. How do we collect your personal information?

We will collect your personal information directly from you whenever you interact with us, such as when you sign up with us. We may collect and update your personal information over the phone, by email, over the internet or social media, or in person.

7. How do we store and hold personal and health information?

We store most information about you in computer systems and databases operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

We implement and maintain processes and security measures to protect personal and health information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

These processes and systems include:

- (a) the use of identity and access management technologies to control access to systems on which information is processed and stored;
- (b) requiring all employees to comply with internal information security policies and keep information secure;
- (c) requiring all employees to complete training about information security; and
- (d) monitoring and regularly reviewing our practice against our own policies and against industry best practice.

We will also take reasonable steps to destroy or de-identify personal information once we no longer require it for the purposes for which it was collected or for any secondary purpose permitted under the APPs.

8. Who do we disclose your personal information to, and why?

We may disclose personal information to external service providers so that they may perform services for us or on our behalf.

We may also disclose your personal information to others where:

- (a) we are required or authorised by law to do so;
- (b) you may have expressly consented to the disclosure or the consent may be reasonably inferred from the circumstances; or
- (c) we are otherwise permitted to disclose the information under the Privacy Act.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

9. Do we disclose personal information to overseas recipients?

We may disclose your personal information to a recipient which is located outside Australia.

In the event that we do disclose your personal information to a recipient located outside Australia, we will take reasonable steps to ensure the overseas recipient does not breach the Australian Privacy Principles (other than Australian Privacy Principle 1) in relation to that information, except where this is not required by law.

10. Do we use your personal information for marketing?

We will use your personal information to offer you products and services we believe may interest you, but we will not do so if you tell us not to. These products and services may be offered by us, our related companies, our other business partners or our service providers.

We use information we have collected from our website in accordance with clause 3(d) for marketing purposes, such as the way you interact with our website.

We also use your personal information for marketing and advertising purposes on Facebook and Instagram, in compliance with the terms and conditions provided by Facebook and Instagram at the relevant time. This may include, but is not limited to, uploading your personal information (in a secure format) to Facebook for the purpose of creating customised advertising campaigns.

Where you receive electronic marketing communications from us, you may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.

11. Access to and correction of your personal and health information

You may access or request correction of the personal and health information that we hold about you by contacting us. Our contact details are set out below. There are some circumstances in which we are not required to give you access to your personal information.

There is no charge for requesting access to your personal and health information but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal and health information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up to date and complete.

12. Complaints

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your personal or health information, you should contact us. Our contact details are set out below.

We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

If you have any questions, comments, requests or concerns, please contact us at:

Phone: 0409586950
Email: admin@studiolifewave.com
Website: <https://studiolifewave.com/contact>

13. Changes to this policy

From time to time, we may change our policy on how we handle personal information or the types of personal information which we hold. Any changes to our policy will be published on our website.

You may obtain a copy of our current policy from our website or by contacting us at the contact details above.