

Creative Possibility Privacy Policy

Creative Possibility is committed to client service and this policy outlines **Creative Possibility's** ongoing obligations to you in respect of how your Personal Information is managed. **Creative Possibility** has adopted the 10 National Privacy Principles (NPPs) contained in the *Privacy Act 1988 (Cth) (the Privacy Act)*. The NPPs came into effect on 21 December 2001. The NPPs govern the way in which your Personal Information is collected, used, disclosed, stored, secured and disposed of. A copy of the National Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information collected in the course of your interaction with **Creative Possibility** include: names, addresses, email addresses, phone and other contact details. This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via the website www.creativepossibilitycoach.com

I collect your Personal Information for the primary purpose of providing **Creative Possibility** services to you. You may unsubscribe from my mailing/marketing lists at any time; all you need to do is let me know or use the unsubscribe function found on each correspondence

When collecting Personal Information I will, where appropriate and where possible, explain to you why the information is being collected and how it will be used

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

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years or any term as outlined in the NPPs

Access to your Personal Information

NPP 6 provides you with the right to access the Personal Information held about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please submit a written request via email to **Creative Possibility**. **Creative Possibility** will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information should that be deemed appropriate

In order to protect your Personal Information we may require identification from you before releasing such information

Maintaining the Quality of your Personal Information

It is an important part of providing our services to you that your Personal Information is up to date. NPP 3 provides that reasonable steps are taken to make sure that your Personal Information is accurate, complete and up-to-date

It is therefore important that you advise me at the earliest opportunity of any changes to your Personal Information so that my records can be updated

Policy Updates

This Policy may change from time to time. The **Creative Possibility** Privacy Policy is available from Business Owner, Shannon Bush or alternatively a copy can be found on the website www.creativepossibilitycoach.com for anyone who requires a copy

Complaints

You can lodge a complaint with me about any breach of this Privacy Policy and my privacy obligations to you by contacting me directly on the details below

Privacy Policy Enquiries

If you have any queries about this Privacy Policy please contact me directly;

Shannon Bush
Creative Possibility
P.O. Box 240 Scarborough, WA 6922
0403 270 196
shannon@creativepossibilitycoach.com