



## **AWAKEN FREEDOM PRIVACY POLICY**

The Privacy Act 1988 (Cth) protects and regulates the collection, holding, use and disclosure of an individual's personal information and sensitive information.

This document sets out my Privacy Policy. It describes how I collect and manage your personal information when you interact with this sites, my services and mailing list.

I am committed to protecting your privacy and security and have explained in detail the steps we take to do so. This business and sites are managed from offices in NSW Australia.

Persons who choose to access this site from other locations do so on their own initiative, and are responsible for compliance with local laws, if and to the extent local laws are applicable.

I take this responsibility very seriously. If you have any questions or concerns about how your personal information is being handled, please do not hesitate to contact me at [katie@awakenfreedom.com.au](mailto:katie@awakenfreedom.com.au) or on 04 333 222 37.

### **WHAT IS 'PERSONAL INFORMATION'?**

The Privacy Act defines 'personal information' to mean information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. The Privacy Act defines 'sensitive information' to include personal information about an individual's health, racial or ethnic origin, religious beliefs or

affiliations, sexual orientation or practices or criminal record.

In all cases, I will collect personal identification information from you only if you voluntarily submit such information to me. I will also tell you how we use your information or if I share it with another party. Except as otherwise provided in this policy, we will never intentionally disclose any personal identification information about you as an individual user to any third party without having received your permission. If you supply us with your contact information you may receive periodic e-mails, mailings from me with information on new products and services, important issues, or upcoming events. If you wish to be removed from any postal, email, phone, or other lists, please let me know by emailing [katie@awakenfreedom.com.au](mailto:katie@awakenfreedom.com.au)

### **WHAT INFORMATION DO I COLLECT?**

#### **Personal and sensitive information**

- Your contact details - email, phone, address, emergency contact person and details.
- Your circumstances - insights about how you're feeling, what you would like to focus on, your current circumstances.
- Your interests & preferences - information about interests, requirements, and products and services you may wish to buy from me (as collected in surveys, polls, questionnaires, or your email or social media feedback)
- Interaction - information about engagement with free and paid programs, such as challenges, webinars, promotional events, and workshop services.

#### **Where and when is this data collected?**

- When you complete the intake and terms of service form
- Client sessions
- When you email me
- Newsletter subscription
- Website inquiry form
- Events, workshops, webinars and group sessions
- Opt-in offers such as free toolkits, resources or challenges

- When you participate in market research, such as surveys, polls, questionnaires, or email or speak with me to share feedback.

### Anonymous Data information

To make my website and services more useful to you, my servers (which may be hosted by a third party service provider) collect information from you, including your device type, browser type, operating system, Internet Protocol (IP) address (a number that is automatically assigned to your device when you use the Internet, which may vary from session to session), domain name, and/or a date/time stamp for your visit.

These service providers may also use cookies and URL information to gather information regarding the date and time of your visit and the information for which you searched and which you viewed. “Cookies” are small pieces of information that a website sends to your computer’s hard drive while you are viewing a web site. This may include session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on my website. Persistent Cookies can be removed by following Internet browser help file directions.

I may use cookies served by a third party service provider to help me analyse how users use my website through the collection of anonymous user information.

We use this information to administer the Site and to understand and measure traffic patterns on the Site so that we know which areas of our sites are favourites of our users, which areas need improvement, and what technologies are being used so that we may continually improve our sites. This information is collected in aggregate form, without identifying you or any user individually. We may use this aggregate, non-identifying statistical data for statistical analysis, marketing, or similar promotional purposes

You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. (For some web pages that require an authorisation, cookies are not optional. Users choosing not to accept cookies will probably not be able to access those pages.)

## EXCEPTIONS TO PRIVACY POLICY

### Information provided

While we are committed to keeping your information secure and private, we have the following exceptions to our privacy policy:

- I will release specific information about you or your account to comply with any valid legal inquiry or process such as a search warrant, subpoena, statute or court order.
- I will also release specific information in special cases, such as if there is an attempted breach of the security of the Sites, or a physical or property threat to you or others.
- I may also transfer user information, including personally identifiable information, in connection with a corporate merger, consolidation, the sale of related assets or corporate division or other fundamental corporate change.

Further, the information you enter when making a purchase will be shared with payment processors, financial gateways, and your credit card company to authorize credit card payments. Such information may also be shared with necessary third parties solely for the purpose or carrying out the transactions.

Please note that if you give out personal information online through a discussion board or posting site, that information can be collected and used by third parties. Although we strive to protect our users' privacy, we cannot guarantee the security of information you post in these forums. You disclose such information at your own risk.

### Additional Information provided during a client session

Each session will be held in the strictest confidence and with the utmost respect, taking into consideration the following as required by law:

- I may disclose private information without consent in order to protect clients or the public from serious harm — if, for example, a client was to discuss plans to attempt suicide or

harm another person.

- I am required to report ongoing domestic violence, abuse or neglect of children, the elderly or people with disabilities. (However, if a client discloses he or she was abused as a child, typically I am not bound to report that abuse, unless there are other children continuing to be abused.)
- I may release information if I receive a court order. That might happen if a client's mental health were to come into question during legal proceedings.

## **EUROPEAN VISITORS AND NEWSLETTER SUBSCRIBERS**

We collect and use your information in the following way:

To protect our Services (including to verify the identities of creators and prevent fraud and abuse);

- To enable us to provide you with our Services, and to improve and promote our Services;
- To create and administer your account, contact you;
- To track and analyse use of the Services so that we can improve how Awaken Freedom is performing and provide visitors, clients and subscribers with the best experience possible.

To collect this information, we use Mailchimp who are dedicated to maintaining data privacy and safety. The data they automatically collect is:

Your name, your email address, your IP address, your city, country, continent, and general post code (based on your IP address), the date you joined, the method by which you were added to our mailing list (ie automatically as part of the membership sign up or manually if you asked us to add you manually because you asked us to use a different email address for you).

## **NEWSLETTER SUBSCRIBERS: WHEN YOU JOIN OUR MAILING LIST, WE COLLECT AND USE YOUR INFORMATION IN THE FOLLOWING WAY:**

To track and analyse your engagement with the content of our newsletters (ie whether you clicked on a link to access a free offer or to be added to a special launch promotion notification). We do this so we can see how well we are doing at serving you with content you appreciate and want to access. We also do this so we can improve on that service and do better at adding value to your experience of Awaken Freedom.

## **HOW TO CANCEL YOUR SUBSCRIPTION**

We make it easy to cancel by emailing us at admin at [katieclark.eft@outlook.com](mailto:katieclark.eft@outlook.com) and requesting this. Alternatively, you can click the UNSUBSCRIBE link in any email from us.

## **OUTSIDE SITES (THEIR PRIVACY POLICIES MAY BE DIFFERENT)**

The Site contains links to other websites, like to booksellers that may offer products or services that our customers might find useful. These sites may request information from you. In such instances, the collection and use of your personal information will be governed by the privacy policy applicable to that site. We do not control the privacy policies, contents or links that appear on these sites. We encourage you to review the privacy policies of any third party sites or services before providing any of them with your personal information.

## **MISCELLANEOUS**

These terms will be governed by and construed in accordance with the laws of the State of NSW, without regard to any principles of conflicts of law. You agree that any action at law or in equity that arises out of or relates to these terms will be subject to mediation in the State of NSW. If any of these terms of use are found unlawful, void, or for any reason unenforceable, then that provision will be considered severable from the remaining terms of use, and will not affect the validity and enforceability of the remaining provisions. These terms may be modified only by our posting of changes to these terms of use on our Sites.

If you have ANY questions about how your information is used,

please don't hesitate to reach out via email at admin at [katie@awakenfreedom.com.au](mailto:katie@awakenfreedom.com.au) or on 04 333 222 37.

## COMPLAINTS

If a breach of this Privacy Policy occurs, or if you wish to make a complaint you may contact me by:

- Email me at [katieclark.eft@outlook.com](mailto:katieclark.eft@outlook.com) to outline your complaint or request.
- Expect my reply within 5 business days (or I will have an email auto-response when away and indicating my return to work).

If you are not satisfied with my response to your complaint you may seek a review by contacting the Office of the Australian Information Commissioner using the information available at <http://www.oaic.gov.au/privacy/privacy-complaints>.

## SITE POLICIES

Awaken Freedom will review it's policies from time to time. Whenever a policy is changed or updated, a new version will be posted on the site.

Please review our policies regularly so that you are aware of any changes. Awaken Freedom reserves the right to make changes to the policies as required and without notice at any time.