

PRIVACY POLICY

Welcome!

In this Privacy Policy we, us or our means BE OMG Australia PTY LTD (ACN 635 064 989) trading as Refresh Your Mind.

Who we are This website is owned and operated by Angelique Pellegrino and managed by herself and her team. The website: www.AngeliquePellegrino.com or/and www.RefreshYourMind.com.au provides information on Rapid Transformational Therapy as well as access to our services and products. We respect your privacy.

Angelique Pellegrino 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. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and to the extent applicable, the EU General Data Protection Regulation (GDPR).

“Personal information” is information we hold which is identifiable as being about you. This includes information such as your name, email address, identification number or any other type of information that can reasonably identify an individual, either directly or indirectly. You may contact us via email at hello@refreshyourmind.com.au for further information about this privacy policy.

What personal information is collected Angelique Pellegrino 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. 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.

We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

Additionally, we may also collect any other information you provide while interacting with us. How we collect your personal information Angelique Pellegrino 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 and you fill in an intake form.

We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy. By providing us with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

How we use your personal information Angelique Pellegrino 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.

Angelique Pellegrino will only use your personal information for the purposes that you consent to. This may include:

- providing you with products and services during the usual course of our business activities;
- administering our business activities;
- managing, researching or developing our products and services;
- providing you with information about our products and services;
- communicating with you by a variety of measures including, but not limited to, by telephone, email, SMS or mail; and
- investigating any complaints.

If you withhold your information, it may not be possible for us to provide you with our product and services or for you to fully access our website. 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.

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.

Disclosure of your personal information Angelique Pellegrino may disclose your personal information to any of our employees, offices, insurers, professional advisers, agents, suppliers or subcontractors in so far as reasonably necessary for the purposes set out in this privacy policy.

If we do disclose your personal information to a third party, we will protect it in accordance with this privacy policy. General Data Protection Regulation (GDPR) for the European Union (EU) Angelique Pellegrino will comply with the principles of data protection set out in the GDPR for the purpose of fairness, transparency and lawful data collection and use.

We process your personal information as a Processor and/or to the extent that we are a Controller as defined in the GDPR. We must establish a lawful basis for processing your personal information. The legal basis for which we collect your personal information depends on the data that we collect and how we use it. We will only collect your personal information with your express consent for a specific purpose and any data collected will be to the extent necessary and not excessive for its purpose. We will keep your data safe and secure.

We will also process your personal information if it is necessary for our legitimate interests, or to fulfil a contractual or legal obligation. We process your personal information if it is

necessary to protect your life or in a medical situation, it is necessary to carry out a public function, a task of public interest or if the function has a clear basis in law. We do not collect or process any personal information from you that is considered “Sensitive Personal Information” under the GDPR, such as personal information relating to your sexual orientation or ethnic origin unless we have obtained your explicit consent, or if it is being collected subject to and in accordance with the GDPR.

You must not provide us with your personal information if you are under the age of 16 without the consent of your parent or someone who has parental authority for you. We do not knowingly collect or process the personal information of children. Your rights under GDPR If you are an individual residing in the EU, you have certain rights as to how your personal information is obtained and used. Angelique Pellegrino complies with your rights under the GDPR as to how your personal information is used and controlled if you are an individual residing in the EU.

Except as otherwise provided in the DGPR, you have the following rights:

- to be informed how your personal information is being used;
- access your personal information (we will provide you with a free copy of it);
- to correct your personal information if it is inaccurate or incomplete;
- to delete your personal information (also known as ‘the right to be forgotten’);
- to restrict processing of your personal information;
- to retain and reuse your personal information for your own purposes;
- to object to your personal information being used; and
- to object against automated decision making and profiling.

Please contact us at any time to exercise your rights under the GDPR at the contact details in this Privacy Policy. We may ask you to verify your identity before acting on any of your requests.

Security of your personal information Angelique Pellegrino is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification or disclosure.

Where we employ data processors to process personal information on our behalf, we only do so on the basis that such data processors comply with the requirements under the GDPR and that have adequate technical measures in place to protect personal information against unauthorised use, loss and theft. The transmission and exchange of information is carried out at your own risk.

We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy. Access to your personal information You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth) and to the extent applicable in the EU GDPR.

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 hello@refreshyourmind.com.au 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.

Complaints about privacy If you have any complaints about our privacy practices, please feel free to send in details of your complaints to hello@refreshyourmind.com.au . We take complaints very seriously and will respond shortly after receiving written notice of your complaint. **Changes to Privacy Policy** Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board.

Please check back from time to time to review our Privacy Policy. **Websites** When you visit our websites When you visit our website (www.RefreshYourMind.com.au or www.AngeliquePellegrino.com) 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.

When you leave comments on the site, we collect the data shown in the comments form, and also the IP address and browser user agent string to help spam detection. An anonymised string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website. **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 that you visit. If you leave a comment on our site, you may opt-in to saving your name, email

address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment.

These cookies will last for one year. If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

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 Angelique Pellegrino 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.

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

How long we retain your data If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue. For users that register on our website (if any), we also store the personal information they provide in their user profile.

All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.
Contacting us For any questions or notices, please contact us at: BEOMG Australia PTY LTD ACN 635 064 989

Email: hello@refreshyourmind.com.au

Last updated: 26 November 2023

Angelique Pellegrino is a licenced Rapid Transformational Therapy™ practitioner.

Rapid Transformational Therapy™ (referred to as RTT™) embraces many of the positive aspects of hypnosis and hypnotherapy that are known to produce rapid results.

