



WEBSITE PRIVACY POLICY

We are committed to safeguarding your privacy and ensuring that any personal information that you give us, or that we may obtain

from you, or about you, is safely secured and managed in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) (in so far as they are applicable to us). This privacy policy (the "Privacy Policy") applies to all personal information collected by us, KLC Counselling & Play Therapy, ABN 29 741 688 373, the owner of the website at www.klccounselling.com.au (the "Site"), trading as KLC Counselling & Play Therapy (the "Business"), of 74 Torquay Rd, Pialba QLD (hereinafter referred to as "we", "us", "our"). Our Privacy Policy sets out how we may collect, store, use, and disclose, your personal information. By providing your personal information to us, you consent to us dealing with your personal information in accordance with this Privacy Policy. We may modify our Privacy Policy from time to time by publishing changes to the Privacy Policy on our Site. We encourage you to check our Site regularly to ensure that you are aware of our current Privacy Policy. If you do not agree with the terms of our Privacy Policy, please do not provide any personal information to us.

1. ABOUT THIS PRIVACY POLICY

(a) "Personal information" means information, or an opinion, about an identified individual, or an individual who is reasonably identifiable:

- whether or not the information or opinion is true; and
- whether or not the information or opinion is in a material form.

(b) The main objectives of this Privacy Policy is to inform you about:

- The type of personal information that we may collect about you;
- how we handle personal information;
- your rights to access, or correct, your personal information; and
- how you can complain about our handling of your personal information.

(c) This Privacy Policy does not cover any "sensitive information" or "credit information" (as those terms are defined in the Privacy Act) that we may collect from, or about, you. If you wish to receive a written privacy notice from us in relation to how sensitive information and/or credit information is managed by our office, please contact us using the contact details set out in this Privacy Policy.

(c) We may collect personal information either directly from you, or from a third party. For example, we may, without limitation, collect personal information from you (or about you) in the following circumstances:

- when you create an account on our Site;
- when you input personal information into our Site;
- when you communicate with us directly in any way (or indirectly through third party platforms, applications, or websites); or
- when you use or interact with our Site.

(d) You may be required to provide your active consent to us by complying with our opt-in procedures, including by, without limitation, actively ticking checkboxes and completing sign-up forms. When you provide any personal information to us, you agree, acknowledge, and accept, that you have given express or active consent to us for the collection, use, disclosure, and storage, of your personal information in accordance with the terms of this Privacy Policy or as otherwise permitted by law.

(e) At the time of giving your consent to us, you may be notified about:

- the nature of the marketing materials, newsletters, updates, and other notifications, that we may issue to you;
- how often we may issue these communications to you;
- the fact that you may opt-out or unsubscribe from any and all such communications at any time; and
- how to opt-out or unsubscribe from any such communications.

2. COLLECTION

(a) We may collect personal information from you (or about you), in the course of you visiting our Site (including if you input data into our Site).

(b) Personal information may include, without limitation, your name, age, email address, telephone number, residential address, username, password, gender, postcode and other personal details.

3. PURPOSE

The reason we collect personal information from you (or about you) is to provide you with the best experience we can with our Site, our goods and/or services, and/or our Business generally. To achieve this end, we may use your personal information for various purposes, including, without limitation, to:

- (a) communicate with you about any aspect of our Site, our goods and/or services, and/or our Business generally (and to maintain a good customer and/or business relationship with you);
- (b) conduct director other marketing to you (such as, but without limitation, issuing email newsletters, mobile phone notifications and other updates, in respect of which marketing measures you may withdraw your consent at any time by unsubscribing from our mailing list, using any opt out mechanism made available to you, or by contacting us using the details set out in this Privacy Policy);
- (c) process payments and enable you to interact with our Site;
- (d) develop, protect and optimise our Site;
- (e) perform analytics, and conduct research, for advertising and marketing purposes and for our own Business and internal operations;
- (f) comply with an Australian law, court/tribunal order or any other regulatory, accounting, reporting or industry obligations;
- (g) establish, exercise or defend a legal or equitable claim;
- (h) process and respond to your requests, enquiries, or complaints; or
- (i) send you service, support, administrative and/or security notices, including any corrections or information requested by you.

4. DISCLOSURE

- (a) We may disclose your personal information to our services providers, or in any way connected with our goods and/or services or our Business, which may, without limitation, include disclosure being made to (or for the following purposes):
- your authorized agents (such as legal or financial advisors);
 - law enforcement and/or government agencies;
 - our legal, financial, marketing, data, or any other services providers;
 - any person or entity involved with our Business;
 - our employees, contractors and/or related entities or persons;
 - our payment, credit, or merchant, operators;
 - to give effect to the purposes for which the personal information was collected from you (or about you);
 - in circumstances where we believe that the disclosure may lessen a risk of harm to your health or safety, or to the health or safety of another person or to the public health or safety generally; or
 - as required, authorized, or permitted, by law.
- (b) We do not generally sell your personal information. We do, however, reserve the unconditional right to, at our sole, absolute, and unfettered, discretion, deal with your personal information in any way whatsoever and howsoever (including licensing or selling your personal information) at any time in the future, without notice to you, or your prior consent, to the greatest extent permitted by law.

- (c) You acknowledge and unconditionally accept that we have no legal or moral obligation to maintain the confidentiality of any personal information that we obtain from you (or about you) unless we have agreed to do so, in writing, with you or as may be required by law.

5. THIRD PARTY WEBSITES AND COOKIES

- (a) Our Site may contain links to third-party websites. We do not endorse, maintain, have any control over, nor are we in any way responsible for, the privacy practices of, or any content published on, those third-party websites (which you choose to access entirely at your own risk).
- (b) We may collect cookies from your computer, which enables us to customise your experience and interaction with our Site. A cookie does not identify you personally, but it does identify your computer. You can set your browser to allow you to either accept or reject a cookie in each instance. We will notify you about the use of any cookies at the time you use our Site (including any rights you may have to opt-in and opt-out of the use, or continued use, of any cookies).

6. ACCESS AND CORRECTION

- (a) You may be entitled to access and correct the personal information we hold about you. If you would like to make any enquiries or requests in this regard, please contact us using the details set out in this Privacy Policy. Your requests will be processed within any applicable timeframe imposed by the Privacy Act. You may incur an administrative fee to cover our costs in providing access to your personal information.
- (b) If you withdraw your consent for us to use and/or process your personal information, you may be prohibited from using, or no longer have access to, our Site, and we may no longer be able to provide you with any goods and/or services.

7. STORAGE, HOSTING AND TRANSFER

- (a) We may store your personal information in electronic or hard copy form. Whilst we take reasonable steps to protect your personal information from abuse, misuse, interference, or loss, we cannot guarantee the safe storage or security of your personal information. We only keep your personal information for as long as it is required for the purposes for which it was collected or as otherwise required by law. If we no longer need to hold your personal information for any reason, we will take reasonable steps to de-identify or destroy that personal information.
- (b) Our Site, or any part of our Site, may not be hosted in Australia. We may transfer our Site data (including your personal information) to our hosting or other services provider overseas. You hereby consent to this transfer. You may contact us to obtain details of the country hosting, or processing, our Site data or personal information overseas.

8. COMPLAINTS

If we refuse any request you make in relation to the processing of your personal information, or the exercise of your rights and protections under the Privacy Act, we will write to you providing reasons for the refusal. If you remain dissatisfied with our explanation, you may lodge a complaint with the Office of the Australian Information Commissioner.

9. CONTACT US

If you have any questions, concerns, or requests, in relation to our Privacy Policy or your personal information, you may contact us on:

Email: klc.counsellor@gmail.com

Telephone: 0478 359 705