



# Privacy Policy

**Sandie O** is committed to providing quality services to you and this policy outlines my ongoing obligations to you in respect of how I manage your Personal Information.

I have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cwlth) (the Privacy Act). The APPs govern the way in which I collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

## **What is Personal Information and why do I collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information I collect include names, addresses, email addresses, and phone numbers.

This Personal Information is obtained in many ways including [interviews, correspondence, by phone by email, via my website [www.SandieO.com.au](http://www.SandieO.com.au), from cookies] and from third parties. I don't guarantee website links or policy of authorised third parties.

I collect your Personal Information for the primary purpose of providing my services to you, providing information to my clients and marketing. I may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from my mailing/marketing lists at any time by contacting me in writing.

When I collect Personal Information I will, where appropriate and where possible, explain to you why I am collecting the information and how I plan to use it.

## **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by me only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## **Third Parties**

Where reasonable and practicable to do so, I will collect your Personal Information only from you. However, in some circumstances I may be provided with information by third parties. In such a case I will take reasonable steps to ensure that you are made aware of the information provided to me by the third party.

## **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 unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, I 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 me for a minimum of 7 years.

## **Access to your Personal Information**

You may access the Personal Information I hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me in writing.

Sandie O will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, I may require identification from you before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

It is an important to me that your Personal Information is up to date. I will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so I can update my records and ensure I can continue to provide quality services to you.

## **Policy Updates**

This Policy may change from time to time and is available on my website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about my Privacy Policy please contact me at:

Sandie O

Sandie@SandieO.com.au

+61 0435 221 062