

# PRIVACY POLICY

**JAN MARIE KENNEDY (ABN 60 940 397 129) trading as JAN KENNEDY MASSAGE & PILATES (Jan Kennedy Massage & Pilates, we, our, us** and includes any employee, servant, contractor, subcontractor, agent or officer of Jan Kennedy Massage & Pilates) is committed to protecting your personal information that we collect including when you access our website and services, through our business operations or directly from you.

By providing us with your personal information, you acknowledge that you have had a reasonable opportunity to read and accept the Privacy Policy and you consent to the collection, use, holding and disclosure of your personal information as outlined below.

## 1. TYPES OF PERSONAL INFORMATION WE COLLECT

We collect the following types of personal information:

- identity and contact information, including, but not limited to, your name and username, occupation, email addresses, billing and delivery addresses, telephone numbers;
- profile data including your passwords, preferences, interests, purchases, survey responses;
- financial transaction data;
- health information including your medical conditions;
- technical data (including your internet protocol address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, other technology on your devices that you use to access our website and services);
- usage data (including information about how you use our website and services);
- marketing and communications data.

## 2. HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information when you make an enquiry with us (by telephone, email, contact form) or when you sign up for a service from us.

We use lawful and fair means to collect your personal information in the following ways:

- you provide it to us;
- you authorise third parties to provide it to us;
- other parties provide it to us either voluntarily or pursuant to compulsory processes we conduct on your behalf.

Third parties may use cookies, web beacons and similar technology to collect or receive information from our website or from you and from elsewhere on the internet and use that information to provide measurement services and targeted advertising (such as the Facebook pixel, Google Analytics and AdWords). If we receive your personal information from third parties, we will protect it as set out in this Privacy Policy.

If your personal information has been provided to us unlawfully or unfairly, we will destroy or de-identify that information.

## 3. WHY WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

We collect, hold, use and disclose your personal information as is reasonably necessary for us to perform our core functions and activities, including for the following purposes:

- to contact and communicate with you;
- to provide services to you;
- to maintain a database of customers, subscribers or similar;
- to market to you and others, including remarketing (this may involve the use of a Google or Facebook pixel or similar technology to allow us to display our advertising to you elsewhere on the internet, for example, on Google or Facebook);
- for internal record keeping;
- for statistical purposes;
- as required by law or court order.

If we disclose your personal information to third parties for these purposes, we will do our best to ensure that their privacy policy adheres to similar standards of privacy protection and/or request that the third party follow this Privacy Policy regarding handling of your personal information.

We will not use or disclose your personal information for the purpose of direct marketing unless you have consented to the use or disclosure of your information for that purpose.

We will not disclose your personal information for any purpose other than the purpose for which it was collected without your consent, unless we are required to do so by law or court order.

#### **4. USE OF COOKIES**

A cookie is a small text file that is placed on your computer to help us remember your preferences, like your login information or location. We use cookies to make it easier and faster for you to use our website. We also use cookies for security purposes to protect you online. Third party vendors and we may also use cookies to display advertisements to you elsewhere on the internet.

#### **5. LINKS TO OTHER SITES**

Our website may include links to other websites, applications or software. This Privacy Policy only applies to information that we collect on our website. Your access to those third party links may allow third parties to collect or share personal information about you. You should read the privacy policy/notice on other websites you visit. We do not accept responsibility or liability for the privacy practices of such third parties and you use them at your own risk.

#### **6. HOW YOU CAN ACCESS AND CORRECT YOUR PERSONAL INFORMATION**

**Access:** You can request details of your personal information that we hold. We will respond to any request to access information within a reasonable time.

**Correction:** If you believe your personal information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us as set out below. We will endeavour to promptly correct any information that is inaccurate, incomplete or out of date. We will notify you of the correction unless it is impracticable or unlawful to do so.

**Deletion:** If you want us to delete your personal information that we hold or not collect information from you for a specific purpose, such as targeted advertising, please contact us as set out below. If we agree to delete your personal information, because of backups and records of deletions, it may be impossible to completely delete your personal information without retaining some residual information. We will functionally delete your personal information and we will not sell, transfer, or use your personal information in any way moving forward.

#### **7. HOW WE MAINTAIN THE SECURITY OF YOUR INFORMATION**

We are committed to ensuring your personal information that we hold is secure and protected from misuse, interference, loss and unauthorised access, modification or disclosure. We undertake the following precautions to protect your personal information that we hold:

- Our website contains pages encrypted with SSL (Secure Sockets Layer) to ensure the safety of any data that is submitted through use of this website.
- We limit access to your personal information to a "need-to-know" basis.
- We protect devices we use to collect, hold, use and disclose your personal information with industry-standard anti-virus software.
- Our devices are password protected and stored in secure premises.
- Data is securely stored on cloud servers.
- Our email data is encrypted.
- All hard copies of your personal information are kept in secure storage with access by authorised personnel only.
- All conversations involving the discussion of your personal information take place in private, where conversations are unable to be overheard by unauthorised personnel.
- If we no longer need your personal information, we take reasonable steps to delete or de-identify the information.

While we take commercially reasonable measures to maintain a secure website and business, electronic communications and databases are subject to errors, tampering and break-ins. We cannot guarantee or warrant that such events will not take place. We will not be liable to you for any such occurrences. If a data breach occurs involving your personal information and the breach is likely to cause harm to you, we will notify you as soon as possible after the occurrence.

## **8. HOW YOU CAN MAKE A COMPLAINT ABOUT PRIVACY BREACH**

If you believe that we have breached this Privacy Policy and you want to make a complaint about that breach, please contact us as set out below.

## **9. HOW YOU CAN UNSUBSCRIBE OR OPT OUT**

We may from time to time send you newsletters, invitations and updates. Our emails will include an "Unsubscribe" button, so you can opt out at any time. To unsubscribe from our emails or other communications, use the "Unsubscribe" button in our communication or contact us as set out below.

You can block the use of cookies by selecting the appropriate settings on your browser. You can opt out of third party vendor cookies by visiting your Google's Ad settings or [http://www.networkadvertising.org/managing/opt\\_out.asp](http://www.networkadvertising.org/managing/opt_out.asp). The website may not work as well for you if you disable cookies.

You can also opt out of information collecting for advertising targeting by visiting [www.aboutads.info/choices](http://www.aboutads.info/choices).

## **10. CHANGES TO THIS POLICY**

If we change our Privacy Policy, we will let you know by posting such changes on our website.

## **11. CONTACT DETAILS**

For any questions or complaints, please contact **Jan Kennedy** at [jkmp212@gmail.com](mailto:jkmp212@gmail.com).

This Privacy Policy was last updated: **February 2022**