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## Privacy Policy

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### Introduction

This website <https://www.purpletempo.com.au/> is owned and operated by Pamela Jordan trading as Purple Tempo ABN: 27 763 904 170. If you have any questions or need further information, contact me: [pamela@purpletempo.com.au](mailto:pamela@purpletempo.com.au)

This document sets out my Privacy Policy. It describes how I collect and manage your personal information when you interact with this site.

I choose to voluntarily comply with the Australian Privacy Principles set out in the *Privacy Act* 1988 (Cth) (Privacy Act).

### Personal Information

If you engage with me via this website, or choose to become my client I may ask to collect the following kinds of personal information from you, including:

- your name, phone number, email and address
- the country that you live in
- your opinion about future topics, products or services that may interest you, and
- information that allows me to tailor my content to your needs.

### Collection and Use

I may collect your personal information by various means including:

- my website contact form
- when you email me
- when you opt in to receive my newsletter
- if you provide me with a testimonial
- where you become my client or purchase from me

- where my website automatically collects information about you and your activities on my site, and
- where a third party supplies information to me in the context of a client referral or practitioner collaboration.

I use this information to:

- respond to your enquiries
- provide the services you have requested
- monitor visitor and client satisfaction
- provide you with relevant news and updates about my services, and
- improve this website and the services I provide.

I will only collect your personal information:

- with your full awareness and consent, such as when you email me, tick a checkbox or fill in a form to provide me with information
- if I need it to provide you with information or services that you request
- for necessary administrative processes if you become my client, and
- if I believe that I can demonstrate a legitimate interest in using your data for marketing purposes, although I will always give you a choice to opt out.

## Sensitive Information

I understand that some personal information is particularly sensitive, and that you are trusting me to keep this information confidential.

I will only collect sensitive information by methods that are reasonably secure, such as:

- in a face to face or online consultation
- when you send me information in an email, and
- when you tell me information in a telephone call.

The reason why I collect this information is:

- so that I can provide you with the services you have contracted for, and

- to ensure that I am providing you with the most appropriate services.

The sensitive information I ask you to provide for this purpose may include:

- your date, time and place of birth
- your background and family situation, and
- information about your lifestyle, wellbeing and relationships.

I am committed to securely storing and handling your sensitive information.

- Sensitive information is stored in secure paper files and on a computer protected by two-factor authentication.
- Only I have access to sensitive material, although I may approve access for administrative support on a need to know basis.
- Some sensitive information may be stored securely online, or in the cloud through trusted storage providers. Please ask if you require more details.

Sensitive information may be collected from children under the age of 18 when they are signed up for music lessons, with their parent or guardian's full consent.

All information collected from minors is securely stored in accordance with this privacy policy.

## Disclosure of Information

Reasons why I may disclose your information include:

- where disclosure is necessary to carry out your instructions
- to provide you with the services you have requested
- when I am using administrative support services
- if the client is a child, to update their parents about their progress
- for purposes of professional supervision, and
- when you have requested that I collaborate with your health practitioner.

In order to do this, I may share some relevant information - on a strictly need to know basis - with:

- my email marketing provider
- independent contractors such as my virtual assistant

- third party providers who assist me with:
  - accounting services
  - legal services
  - business consulting or coaching
  - website and technology support, and
  - CRM (customer relations management).

I will also disclose your information if required by law to do so or in circumstances permitted by the Privacy Act – for example, where I have mandatory reporting obligations or reasonable grounds to suspect that unlawful activity, or misconduct of a serious nature has been, is being or may be engaged in, and in response to a subpoena, discovery request or a court order.

I will use all reasonable means to protect the confidentiality of your information while in my possession or control. I will not knowingly share any of your information with any third party other than the service providers who assist me in providing the information and/or services I am providing to you. To the extent that I do share your information with a service provider, I would only do so if that party has agreed to comply with our privacy standards or I am satisfied that the service provider has a suitably protective policy of their own. Some of my service providers may be overseas and may not be subject to Australian Privacy Laws. Please contact me if you have any concerns about the potential disclosure of your information. Please also see the section on Security below.

## Cookies and Google Analytics

Cookies are small text files that are commonly used by websites to improve a user's experience, collect statistics or marketing information and provide access to secure areas.

You can choose to configure your browser settings not to accept cookies but this may interfere with the functioning of this website.

My website uses a cookie to apply security settings on a per-client basis. It does not store any personally identifiable information.

I use Google Analytics to collect information about your use of my website so that I can get strategic information about how my website is being used and improve its functionality. You can find out more about the information Google collects and how it is used here:

<https://support.google.com/analytics/answer/6004245>.

Google also provides an add-on for your browser that you can use to opt-out and prevent your data being used by Google Analytics. You can access that add-on here:

<https://tools.google.com/dlpage/gaoptout>.

## Access to Information

You can contact me to access, correct or update your personal information at any time. Unless I am subject to a confidentiality obligation or some other restriction on giving access to the information which permits me to refuse you access under the *Privacy Act*, and I believe there is a valid reason for doing so, I will endeavour to make your information available to you within 30 days.

## Complaints

If a breach of this Privacy Policy occurs, or if you wish to request a change to your personal information, you may contact me by sending an email outlining your concerns to me at [pamela@purpletempo.com.au](mailto:pamela@purpletempo.com.au).

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>.

## Notification of Change

If I decide to change my Privacy Policy, I will post a copy of the revised policy on my website.