



Holistic Soulscape
Liz Brennan & Jenny McKenzie
(03) 5728 2642
Ashby Grove, Beechworth
connect@holisticsoulscape.com.au
www.holisticsoulscape.com.au

Privacy Policy

At Holistic Soulscape we regard client privacy as a key component of our relationship with our clients and their families. The following privacy policy complies with the Australian Privacy Principles as detailed in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988 and subsequent reforms to this act in March 2014 which now frames requirements for privacy provisions of all applicable legislation.

This Privacy Statement outlines how we may collect, use, hold, disclose and otherwise handle personal information in the course of our operations.

If you have any questions or concern regarding this statement, please don't hesitate in contacting Eliza-Beth Brennan on (03) 5728 2642.

Collection and holding of personal information by Holistic Soulscape

"Personal information" is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. This includes information we have collected from a third party (such as medical and other holistic professionals) and instances of minors; parents. It should be noted that where information is given by a guardian on behalf of a child that this information is treated as if it had been received from that child and the privacy of the information provided is therefore protected in the same way as for an individual. Generally, the kinds of personal information HOLISTIC SOULSCAPE collects are:

- contact and identification information such as name, address, telephone number, and email address;
- emergency contact details and next of kin;
- banking and credit card details;
- sensitive information (e.g. information about health, dietary requirements, injuries, medical history, specific conditions) which will only be collected with the consent of the individual; where it concerns an application for a position with HOLISTIC SOULSCAPE, information about an individual's education and work history, qualifications and skills, and the opinions of others about work performance; and
- other information required for HOLISTIC SOULSCAPE's functions and activities.

In some circumstances HOLISTIC SOULSCAPE may also hold other personal information provided by an individual.



Holistic Soulscape
Liz Brennan & Jenny McKenzie
(03) 5728 2642
Ashby Grove, Beechworth
connect@holisticsoulscape.com.au
www.holisticsoulscape.com.au

Methods of collecting personal information

Personal information will be collected directly by an individual who:

- completes an online or hard copy form in relation to HOLISTIC SOULSCAPE services;
- in the course of applying for a position with HOLISTIC SOULSCAPE, complete an application for employment form or submit a resume, either online or in hard copy, and/or attends an interview; and
- otherwise provide HOLISTIC SOULSCAPE with personal information in person or via telephone, email, SMS, fax, post or other means, whether at HOLISTIC SOULSCAPE's request or through an individual's own initiative.

Personal information may also be collected from a source other than directly from an individual, such as from:

- Medical and wellbeing providers
- Educational organisations
- Family members and relatives
- Community groups and religious organisations
- An individual's employer or the organisation that an individual works with
- Sporting groups
- External recruitment agencies and background screening providers
- For recruitment purposes, from any of former or current employers and work colleagues, professional associations, registration bodies and educational institutions; and
- Agencies that undertake criminal history checks and working with children checks.

Generally, HOLISTIC SOULSCAPE will only collect personal information from sources other than an individual if it is unreasonable or impracticable to collect the personal information from that individual.

Use of personal information

HOLISTIC SOULSCAPE collects, holds, uses and discloses personal information where it is reasonably necessary for the purposes of carrying out its functions and activities, including:

- Booking, organising and administering sessions (one on one or group), training, workshops, experiences, including assessing accommodation needs, catering requirements, and the like.
- Maintaining client records
- Responding to health-related or dietary incidents that may arise
- Conducting risk assessments and hazard identification
- Accounting, billing and other internal administrative purposes; assessing an application for employment with HOLISTIC SOULSCAPE or otherwise for the purpose of engaging an individual as a contractor or consultant; and
- any other legal requirement, including Mandatory Reporting.



Holistic Soulscape
Liz Brennan & Jenny McKenzie
(03) 5728 2642
Ashby Grove, Beechworth
connect@holisticsoulscape.com.au
www.holisticsoulscape.com.au

HOLISTIC SOULSCAPE may also use personal information for purposes related to the above purposes and for which an individual would reasonably expect HOLISTIC SOULSCAPE to do so in the circumstances, or where that individual has consented or the use is otherwise in accordance with law.

An individual is under no obligation to provide personal information to HOLISTIC SOULSCAPE. However, without certain information from that individual, HOLISTIC SOULSCAPE may not be able to provide its services. For example, failing to provide certain information may preclude participation in sessions, training, workshops or activities organised and administered by HOLISTIC SOULSCAPE, or in a recruitment context, may limit our ability to consider that individual for employment.

Disclosure of personal information

HOLISTIC SOULSCAPE discloses personal information for the purpose for which we collect it. Generally, HOLISTIC SOULSCAPE will only disclose personal information for a purpose set out above. This may include disclosing personal information to:

- third parties engaged to perform administrative or other business management functions;
- HOLISTIC SOULSCAPE's subcontractors, including training/workshop specialists, venue owners, catering contractors, IT contractors and database designers;
- doctors, hospital and/or police in the event of an emergency incident involving an individual;
- HOLISTIC SOULSCAPE's professional advisors and consultants;
- insurance providers;
- where an individual is applying for a position with HOLISTIC SOULSCAPE, referees, former employers and colleagues, and relevant bodies that conduct background checks;
- any other entity with the individual's consent, or to whom disclosure is required or authorised by law.

HOLISTIC SOULSCAPE's disclosures of personal information to third parties are made on a confidential basis or otherwise in accordance with law. HOLISTIC SOULSCAPE may also disclose personal information with an individual's consent or if disclosure is required or authorised by law. As HOLISTIC SOULSCAPE is committed to protecting the privacy of individuals, we will view unauthorised disclosure or access to personal information by our employees, contractors or agents as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.



Holistic Soulscape
Liz Brennan & Jenny McKenzie
(03) 5728 2642
Ashby Grove, Beechworth
connect@holisticsoulscape.com.au
www.holisticsoulscape.com.au

Direct Marketing

HOLISTIC SOULSCAPE may use and disclose personal information in order to inform an individual of services that may be of interest. In the event an individual does not wish to receive such communications, that individual can opt-out by contacting HOLISTIC SOULSCAPE via the contact details set out below or through any opt-out mechanism contained in a marketing communication.

Security of personal information

HOLISTIC SOULSCAPE takes reasonable steps to ensure that the personal information it holds is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. HOLISTIC SOULSCAPE holds personal information in both hard copy and electronic forms in secure databases on secure premises, accessible only by authorised staff. HOLISTIC SOULSCAPE will destroy or de-identify personal information in circumstances where it is no longer required, unless HOLISTIC SOULSCAPE is otherwise required or authorised by law to retain the information.

How to access and correct an individual's personal information

HOLISTIC SOULSCAPE takes steps reasonable within the circumstances to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Act, an individual has a right to access and seek correction of that individual's personal information that is collected and held by HOLISTIC SOULSCAPE. If at any time an individual would like to access or correct the personal information that HOLISTIC SOULSCAPE holds about that individual or more information on HOLISTIC SOULSCAPE's approach to privacy is sought, please contact HOLISTIC SOULSCAPE's Privacy Compliance Officer on the details set out below. HOLISTIC SOULSCAPE will grant access to the extent required or authorised by the Act or other law and take steps reasonable in the circumstances to correct personal information where necessary and appropriate. To obtain access to an individual's personal information:

- That individual will need to provide proof of identity to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected; and
- HOLISTIC SOULSCAPE requests that the individual is reasonably specific about the information required.

If HOLISTIC SOULSCAPE refuses a request to access or correct personal information, HOLISTIC SOULSCAPE will provide written reasons for the refusal and details of complaint mechanisms. HOLISTIC SOULSCAPE will also take steps reasonable in the circumstance to provide access in a manner that meets the individual's needs and the needs of HOLISTIC SOULSCAPE.

HOLISTIC SOULSCAPE will endeavour to respond to requests to access or correct personal information within 30 days from the date of the request.



Holistic Soulscape
Liz Brennan & Jenny McKenzie
(03) 5728 2642
Ashby Grove, Beechworth
connect@holisticsoulscape.com.au
www.holisticsoulscape.com.au

How to contact us

For further information or enquiries regarding personal information, or if an individual would like to opt-out of receiving any promotional or marketing communications, please contact HOLISTIC SOULSCAPE's

PRIVACY COMPLIANCE OFFICER

Elizabeth Brennan

Holistic Soulscape
PO Box 300

Beechworth, VIC 3747

Email: connect@holisticsoulscape.com.au

Telephone: (03) 5728 2642

Privacy Complaints

Please direct all privacy complaints to HOLISTIC SOULSCAPE's Privacy Compliance Officer. At all times, privacy complaints:

- will be treated seriously;
- will be dealt with promptly;
- will be dealt with in a confidential manner; and
- will not affect existing obligations or affect the commercial arrangements between an individual and HOLISTIC SOULSCAPE.

HOLISTIC SOULSCAPE's Privacy Compliance Officer will commence an investigation into each complaint. The individual concerned will be informed of the outcome of the complaint following completion of the investigation. In the event that an individual is dissatisfied with the outcome of the complaint, it can be referred to the Office of the Australian Information Commissioner.

Availability and review of policy

HOLISTIC SOULSCAPE will make its policy available on request and will provide access to this policy on our website. This policy may be amended from time to time at the discretion of HOLISTIC SOULSCAPE and does not form part of the employment contracts of HOLISTIC SOULSCAPE employees.