

# Privacy Policy

**Karen Margaret Studios (ABN 21 280 881 562)** is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

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

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

## What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Karen Margaret Studios collects information about students and the students' parents/guardians, staff members, volunteers and those who are providing a service. Examples of Personal Information we collect include names, addresses, email addresses, phone, date of birth, health details, learning or behavioural details, guardianship status, experience, photographs, video & audio recordings.

This Personal Information is obtained in many ways including correspondence by telephone or email, via our website, via enrolment form (online or hard copy), from media and publications, from social media, from a referral, from advertising, from Working With Children Check, from Covid related details, contact tracing, in compliance with legal and insurance obligations, financial details and any other information you provide when interacting with us.

We collect your Personal Information for the primary purpose of providing our services to you, providing information, opportunities, up-dates, additional products, administration purposes, health & safety purposes and for any other purposes permitted under the Privacy Act. We 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 our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we 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 us 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, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us 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
- Where required or authorised by law
- To any of our staff where necessary for the delivery of our service

- Karen Margaret Studios will not sell, license or rent your information to others.
- If there is a change of control of our business or sale/transfer of business assets, we reserve the right to transfer where permissible by law, our user database.

### Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

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

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us.

### Access to your Personal Information

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

**Karen Margaret Studios** 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 we may require identification from you before releasing the requested information.

### Maintaining the Quality of your Personal Information

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

### Policy Updates

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

### Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

**Karen Margaret Studios**

**E - karenmargaretstudios.com.au**

**M - 0408 58 1943**