

Soaring High Privacy Policy

Your privacy is important to us and we take the responsibility of handling your personal information very seriously. Our Privacy Policy describes this in detail:

How we collect and handle your personal information; how you can access and correct your information, and how you can complain about a breach

This Privacy Policy applies to the services offered by Soaring High (ABN 75991731854).

Statement of Confinement

Soaring High is committed to protecting your privacy and any personal information we collect. Soaring High complies with the Privacy Act 1988 (Cth). This policy explains how we may collect, use, disclose and otherwise handle personal and sensitive information.

Soaring High is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and it is taken seriously. Unless given consent to do otherwise, Soaring High will only collect and use personal information as set out below.

For the purposes of this Privacy Policy personal information may mean some or all of the following: a client's name, contact details, bank account and/or credit card details, employment details, payment history and sensitive information.

Collecting Personal Information

Soaring High will not collect or monitor any personal information about any individual without their consent. The only personal information collected is what is provided voluntarily by a client or prospective client.

We collect personal information primarily to enable us to provide clients with our services. **Soaring High will not disclose, give, lend or sell any of the information you choose to provide with any third party without your expressed written consent.** We may use the information you provide to inform you of programs, free offers and other activities within Soaring High only.

You only need to identify yourself by a first name when you deal with us (e.g. to find out more about the services or programmes offered at Soaring High).

When a program or session is purchased, personal information will be requested in order to provide the requested service, provide updated information, and advise of other Soaring High services which may be

of interest. You are not obligated to provide personal information, however failure to do so may result in Soaring High being unable to provide services or products to you.

Personal information is collected directly from clients or potential future clients when they personally register their interest in Soaring High. This needs to be done online via our website or personally to the owner of Soaring High during a live conversation over the internet.

Collecting Sensitive Information

For the purposes of this Privacy Policy sensitive information means any information a client has disclosed to us about their physical and mental health, their life circumstances, their relationship status and their well being.

Sensitive information will only ever be used for providing the highest quality services to clients. Such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of any person, or to lessen a serious threat to a person's health or safety. For the purposes of this Privacy Policy sensitive information is a subset of personal information.

Use Of Tracking Technologies

Soaring High may use tracking technologies such as cookies or web beacons to make use of the website and services as convenient as possible. Cookies are pieces of information that a website transfers to a computer's hard disk for record keeping purposes. Web Beacon is a technical method that sends information related to the access to websites, when you browse websites, open or preview an HTML-formatted email. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies do not themselves personally identify users, although they do identify a user's browser. These tracking technologies allow Soaring High to monitor the Soaring High website, and to record how many people are using the different parts of the site. It is possible to set the browser to refuse tracking technologies such as cookies or web beacons, however, this may limit the services provided by Soaring High's website.

Using And Disclosing Your Personal Information

Personal Information will be used for the following primary purpose:

- To fulfil obligations according to the client's program and/or any other contract between him/her and Soaring High;
- To render services according to the client's program agreement;
- To provide information about Soaring High's products, services and/or special offers to clients;

- To obtain opinions or comments about programmes and/or services from members;
- To record statistical data for marketing analysis from clients.

Soaring High may employ an IT consultant to assist with management of Soaring High's website and email list management. This third party will only have access to the email addresses to perform their specific function. They cannot use that information for other purposes.

Soaring High recognises the trust with which individuals provide personal information, and such information will not be used or disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of any person, or to lessen a serious threat to a person's health or safety.

Contact By Soaring High

Soaring High does not send advertising information without obtaining prior consent. If a client receives communications from Soaring High which they do not wish to receive, they may change their options or unsubscribe by clicking on the Unsubscribe link on the email or send a request [here](#).

Individual's Right Of Access

Individuals have the right to review, amend or delete personal and/or sensitive Information that may be recorded by Soaring High. Information may be reviewed, amended or deleted by request.

A request may be made to delete personal and/or sensitive information, and all reasonable steps to delete the information will be made, except where it is required for legal reasons. Deletion of information may result in Soaring High being unable to sell programmes directly and/or provide certain services including follow-up checks on client's well-being after the program has ended.

Storage And Security Of Personal And/Or Sensitive Information

Soaring High takes all reasonable steps to keep secure personal information recorded and to keep this information accurate and up to date. The personal information is stored on secure servers if in digital format, or in locked areas if in hardcopy format. We destroy or de-identify personal information we no longer need wherever possible.

Problems, Queries Or Complaints

For further information regarding this Privacy Policy or to make a complaint about the steps taken by Soaring High to protect your personal information or privacy, please contact Soaring High by emailing

akashi@soaringhighwithlove.com . We will investigate any complaints received in writing and do our best to resolve them as soon as possible.

If you are not satisfied with the result of your complaint to us, you can refer your complaint to the:

Office of the Australian Information Commissioner

Phone 1300 363 992

Post GPO Box 5218, Sydney NSW 2001

Online Form: www.oaic.gov.au (Privacy Complaint Form). Soaring High reserves the right to review, amend, update and change this Privacy Policy from time to time to reflect its practices and obligations. Any changes will take effect when they are made or posted on our website www.soaringhighwithlove.com