

PRIVACY POLICY

Please read this Privacy Policy carefully.

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our website at www.domingopsychology.com.au (**Website**).

In this Privacy Policy **we, us** or **our** means Zenobia Domingo ABN 86 462 097 165 trading as Domingo Psychology.

Personal information

The types of personal information we may collect about you include:

- your name;
- images of you;
- your contact details, including email address, mailing address, street address, post code and/or telephone number;
- your demographic information such as occupation, age and/or date of birth;
- your debit/credit card details;
- your preferences and opinions;
- Health status and any specific service requirements resultant therefrom.
- information you provide to us through purchasing Services through our Website or customer surveys;
- details of products and services we have provided to you and/or that you have enquired about, and our response to you;
- information about your access and use of our Website;
- additional personal information that you provide to us, directly or indirectly, through your use of our Website, associated applications, associated social media platforms, and
- any other personal information provided by you or requested by us directly or through the Website and/or provided by you or a third party.

We may collect these types of personal information directly from you or from third parties.

Collection and use of personal information

Your personal information may be collected when:

- You browse our Website;
- You interact with our Website;
- You sign-up for a free product or Service through our Website;
- You purchase a product or Service through our Website;
- You engage in Webinars, Zoom (or similar) with Domingo Psychology;
- You contact us via contact details through our Website; and
- You voluntarily provide us with your personal information.

We may collect, hold, use and disclose personal information for the following purposes:

- to enable you to access and use our Website, associated applications and associated social media platforms;
- to contact and communicate with you;
- to recommend and tailor our Services;
- for internal record keeping and administrative purposes;
- for analytics, market research and business development, including to operate and improve our Website, associated applications and associated social media platforms;
- to run competitions and/or offer additional benefits to you;
- for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you;
- to comply with our legal obligations and resolve any disputes that we may have; and
- to consider your employment application.

Disclosure of personal information to third parties

We may disclose personal information, to:

- third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;
- our employees, contractors and/or related entities;
- our existing or potential agents or business partners;
- sponsors or promoters of any competition we run;
- anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
- credit reporting agencies, courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
- courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;
- third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you; and
- third parties to collect and process data, such as Google Analytics or other relevant businesses.

We do not and will not sell or deal in Personal Data or customer information. We will never disclose your personal details to a third party except the necessary information required by providers of products or Services you have purchased.

How we treat personal information that is also sensitive information

Sensitive information is a subset of personal information that is given a higher level of protection under the Australian Privacy Principles. We handle sensitive information in accordance with the Australian Privacy Principles. This includes all sensitive information that you provide us.

Your rights and controlling your personal information

Choice and consent: By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect your use of this Website or the products and/or services offered on or through it.

Information from third parties: If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

Restrict: You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us using the details below.

Access: You may request details of the personal information that we hold about you. An administrative fee may be payable for the provision of such information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

Correction: If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the details below. We will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading or out of date.

Complaints: If you believe that we have breached the Australian Privacy Principles and wish to make a complaint, please contact us using the details below and provide us with full details of the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

Storage and security

We are committed to ensuring that the personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Cookies and web beacons

We may use cookies on our Website from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they do allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. If and when you choose to provide our Website with personal information, this information may be linked to the data stored in the cookie.

We may use web beacons on our Website from time to time. Web beacons (also known as Clear GIFs) are small pieces of code placed on a web page to monitor the visitor's behaviour and collect data about the visitor's viewing of a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

Links to other Websites

Our Website may contain links to other websites. We do not have any control over those websites and we are not responsible for the protection and privacy of any personal information which you provide whilst visiting those websites. Those websites are not governed by this Privacy Policy.

Amendments

We may, at any time and at our discretion, vary this Privacy Policy by publishing the amended Privacy Policy on our Website. We recommend you check our Website regularly to ensure you are aware of our current Privacy Policy.

For any questions or notices, please contact us at:

For any questions or notices or to unsubscribe from our e-mail database, or opt out of communications, please contact us at the details below:

Email: info@domingopsychology.com.au

Last updated: 25 May 2023