

Chuck B Consulting Privacy Policy

ABN 30 697 916 879

(Updated 7 March 2019)

This Privacy Policy sets out the commitment to protecting the privacy of your personal information that is collected through www.chuckborischats.com ('Website') or directly from you through engagement of coaching and counselling services ('Services').

Chuck B Consulting is committed to providing you with the best possible customer service experience. Chuck B Consulting is bound by the Privacy Act 1988 (Crh), which sets out a number of principles concerning the privacy of individuals.

Please read this Privacy Policy carefully. You providing us with personal information indicates that you have had sufficient opportunity to access this Privacy Policy and that you have read and accepted it. If you do not wish to provide personal information to Chuck B Consulting, then you do not have to do so, however it may affect your use of this Website or any Services offered on it.

1 Type of personal information collected

The type of personally identifiable information collected may include but is not limited to:

- Name, address, email, phone or other contact details entered into the Contact Form, via subscription to the newsletter and blog;
- Personal and/or medical details taken through booking or purchasing products and services;
- Any other information forwarded to Chuck B Consulting via alternate contact methods.

Non-personally identifiable information may also be collected through your use of the Website. This collected information is used for the purpose of gauging visitor traffic, trends, marketing and remarketing, and delivering personalised content to you. This includes but is not limited to:

- Browser type, version and language, operating system;
- Information regarding your use of the Website, such as pages viewed while browsing, page access times and referring website address.

If your personal information is received from third parties, we will protect it as set out in this Privacy Policy.

2 Cookies

Through use of the Website, you consent to Chuck B Consulting's use of third parties who may use technologies such as collection of cookies allowing identification and tracking of web browsers, your usage, behaviour and purchases. Chuck B Consulting currently uses third party vendors, including but not limited to, Facebook Pixels, Google Analytics, Google Adwords, and Pinterest. The data is used for statistics, advertising, marketing and remarketing purposes across websites. Cookies enable this tracking and serving of advertising based on your past Website visits.

These third parties may store or use your Website usage information, to show you relevant advertising across websites you visit. You may use the settings of your browser to opt-out of storage of cookies, however this may affect the quality of your usage of the Website. You may opt-out of Google's use of

cookies by visiting Google's Ads Settings at <http://www.google.com/settings/ads>. You may opt-out of targeted Facebook advertising by visiting this link <https://www.facebook.com/settings/?tab=ads>.

3 Collection and Use of personal information

Personal information is collected and used for purposes including to contact and communicate with you, to take payments, for internal record keeping, for marketing and remarketing, to personalise the website for you, or to supply Services.

There are many aspects of the Website which can be viewed without providing personal information, however, for access to Chuck B Consulting's Services you may be required to submit personally identifiable information.

4 Disclosure and Storage of personal information

Chuck B Consulting will take reasonable precautions to prevent the loss, misuse or alteration of your personal data, and data will be stored according to statutory record-keeping guidelines.

4.1 Sensitive Personal Data:

All client and personal information will be treated as confidential, in line with the Australian Counselling Association's Code of Ethics and Confidentiality Policy. However there are some circumstances under which it may be necessary to release information to other parties:

- If you have explicitly requested or agreed to the release of information to another party, for example, for a referral;
- If you disclose that there is a risk of serious harm to yourself or others;
- If information has been requested through legal processes.

In all instances, only the necessary information will be provided and only to relevant third parties.

Where your personal information is disclosed to third parties for these purposes, the third party will be requested to follow this Privacy Policy regarding handling of your personal information.

4.2 Other Third Parties

In addition, Chuck B Consulting uses other companies for to provide services on our behalf, including but not limited to processing transactions or marketing and advertising. These currently include, but are not limited to, use of Paypal, Square, Stripe and Acuity for booking and processing transactions, and Google Adwords or Facebook for marketing and advertising.

Those companies will be permitted to obtain only the personal information they need to deliver the service. Chuck B Consulting takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

The Website may also contain links to other websites. Chuck B Consulting cannot be held responsible for the privacy policies and practices of third party websites you choose to visit.

5 Access to and Correction of personal information

5.1 Access

You may request details of personal information that is held about you, in certain circumstances set out in the Privacy Act 1988 (Cth), subject to exceptions. If you would like to do so, please make contact. You may be required to put your request in writing for security reasons. Chuck B Consulting reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

5.2 Correction

If you believe that any personal information held is inaccurate, out of date, incomplete, irrelevant or misleading, please make contact by email for correction. Chuck B Consulting will endeavour to correct any information in a reasonable time-frame.

6 Complaints about breach

If you believe that Chuck B Consulting has breached the Australian Privacy Principles and wish to make a complaint about that breach, please make contact immediately.

Please refer to Chuck B Consulting's Terms and Conditions document for details of the Dispute Resolution process. This document may be found on the Website.

7 Unsubscribe

To unsubscribe from the e-mail database, or opt out of communications, please make contact using the details below.

8 Changes to this Privacy Policy

Chuck B Consulting reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the Website.

9 Governing Law

This Privacy Policy is governed by the laws of Western Australia and Australia. Any dispute, controversy, proceeding or claim of whatever nature arising out of or in any way relating to the Terms and the rights created hereby shall be governed, interpreted and construed by, under and pursuant to these laws, without reference to conflict of law principles, notwithstanding mandatory rules. The validity of this governing law clause is not contested and shall be binding to the benefit of the parties hereto and their successors and assigns.

10 Severance

You expressly understand and agree to submit to the personal and exclusive jurisdiction of the courts of the country, state, province or territory determined solely by Chuck B Consulting to resolve any legal matter arising from this agreement or related to your use of Chuck B Consulting. If the court of law having jurisdiction, rules that any provision of the agreement is invalid, then that provision will be removed from these Terms and the remaining Terms will continue to be valid.

Chuck B.
A COUNSELLING CONSULTANT

Email: chuck@chuckborischats.com

Website: www.chuckborischats.com

Phone: 0402 720 775

For any questions or notice, please contact Chuck B Consulting:

Email: chuck@chuckborischats.com

Phone: 0402 720 775