



Privacy Statement

Preamble

This policy document is intended to set out the Wind Song Healing Centre's ("WSH") policies on its management of personal information as required by the National Privacy Principles (NPP) and in particular NPP 5.1.

Objective

The objective of this policy document is to set out a statement of the way in which WSH handles personal information relating to its customers.

This objective is to be achieved by ensuring that WSH:

1. Only collects necessary information.
2. Informs the customer of the purposes for which the information is collected.
3. Informs the customer as to whom the information is likely to be disclosed.
4. Takes all reasonable steps to ensure that personal information collected, used or disclosed by it is accurate, complete and up to date.
5. Ensures that personal information collected will be protected from misuse, loss and unauthorised access, modification or disclosure.
6. That where personal information is no longer needed for any authorised purpose, it will be destroyed or permanently de-identified.

WSH are committed to the National Privacy Principles in the following ways:

NPP 1 - Collection

So that WSH can provide products & services to customers, we may ask for personal details such as name, address, telephone number or email address. Some examples of where WSH may need these details are for sales receipts, provision of service & for making appointments. Privacy law requires us to collect personal information about individuals & only individuals if it is reasonable & practical to do so. In all such instances, WSH will identify themselves as the organisation collecting this information.

NPP 2 - Use & Disclosure

The personal information that we ask for is generally used to provide goods & services to customers - for example, we need customer's names & addresses & telephone numbers for the recognition & facilitation of a sales contract with them. We may also use personal information to provide customers with superior service in advising them of new products & services. Advising customers of product availability & conducting qualitative marketing surveys to improve products & service quality, may also necessitate the use of personal information.

Customers have the right to instruct us not to send information to them other than for the main purpose for which we have collected the information. Customers also have the right to tell us not to disclose personal information to other organisations other than for the main purpose for which we have collected the information.

Where possible, we try to ensure that disclosure of information to other organisations (for example those we have commercial arrangements with) is in a format, which does not personally identify individuals.



NPP 3 & 4 - Data Quality & Security

WSH is committed to the privacy principle that requires organisations to take reasonable steps to ensure that your personal information records (paper & electronic formats) is accurate, complete & up-to-date at the time of collection, use & disclosure. Such measures include:

1. Protecting customer information it holds from misuse & loss & from unauthorised access or disclosure.
2. Storing the information securely through physical constraints such as keeping the information in a restricted access facility, or technological constraints such as encryption & passwords.
3. Destroy &/or de-identify personal information that is no longer needed.

NPP 5 & 6 - Openness, Access & Correction

This document acts as the official policy relating to the National Privacy Principles & represents WSH's commitment to the reasonable use & disclosure of personal information. This policy document is available for inspection at all of WSH's places of business. Further, on request by an individual, WSH will take reasonable steps to let the individual know what information it holds about that person, for what purpose & how it collects, holds, uses & discloses the personal information.

NPP 7 - Identifiers

Generally speaking, WSH will not adopt, use or disclose an identifier that has been assigned by a Commonwealth government agency. A tax file number as assigned to an individual by the Australian Taxation Office is an example of such an identifier.

NPP 8 - Anonymity

WSH will give individuals the option to interact anonymously whenever it is lawful & practicable to do so. As an example, WSH will ask individuals for their consent to the use of their personal information for the purpose of qualitative marketing surveys in every circumstance where this may be the possible use & disclosure.

NPP 9 - Transborder Data Flows

WSH is committed to ensuring that personal information that is transferred to a recipient in a foreign country is done so with the appropriate protection. The electronic transfer of personal information for the purposes of product warranty & recall delivery is securely transmitted.

NPP 10 - Sensitive Information

WSH is committed to not collecting sensitive information unless individuals have consented, or it is required by law or in other special circumstances. As an example WSH may disclose personal information relating to health service provision or for an individual's or the public's health & safety.