

# Privacy Policy

Effective Date 14/09/2021

Your Privacy and 'Candice Burningham', ABN 43868559050 (collectively and individually referred to as "Candice Burningham", "I", "my", or "me").

## INTRO

### **Who I am and how you can contact me**

I am Candice Burningham and this is my business. I am based on the Sunshine Coast in Australia. I am committed to protecting your privacy and respect and uphold your rights when you use this Site. This Privacy Policy applies to the products and / or services, I provide on my Site. This Privacy Policy applies to the products and / or services, I provide on my Site (<https://www.candiceburningham.com>) ("Site") and my social media channels and explains how I collect, hold, use and disclose data and comply with the requirements of the Privacy Act 1988 (Cth) and constitutes part of my lbsite Terms & Conditions.

This Privacy Policy does not cover information that you submit on other lbsites, even if I communicate with you on those sites. For example, if you post something on Instagram, Facebook, Pinterest, Twitter, or YouTube, that information is governed by the privacy policies on those lbsites, and is not governed by this Privacy Policy.

You can contact me for privacy related questions by emailing me at [info@candiceburningham.com.au](mailto:info@candiceburningham.com.au) or completing this form <https://www.candiceburningham.com/contact-us>.

I will only use your personal information in compliance with Australian Privacy Laws (Privacy Act (1988 (Cth))), Australian Privacy Principles and to the extent applicable, with the EU General Data Protection Regulation (GDPR) and any replacement legislation or regulation or guidelines and standards governing the use, storage or transmission of personal data.

### **My Role in your Privacy**

If you are a customer or just a visitor on my Site, this Privacy Policy will apply to you.

### **My Responsibilities**

As I am the provider of the products and services on this Site, I determine how and why your data is processed. I do not sell or rent your details to

any third parties. I am committed to protecting your privacy and I want you to know exactly what information is collected and how I use it.

### **My Responsibilities**

- Please read this Privacy Policy and the Ibsite Terms & Conditions.
- If you provide me with any data relating to a third party, you confirm that you have the right to authorise us to process that data on my behalf in accordance with this Privacy Policy.

### **When and How I collect Data**

From the moment you visit my Site, I am collecting data, sometimes you might provide this data by completing a form or sending us an email, otherwise I might collect the data automatically. I may also collect data when:

- You interact with us on social media
- You accept my cookies and other tracking technologies on any device you use to interact with us
- You voluntarily submit my data to us for any reason

### **Types of Data I may collect**

- Contact details (name, address, email)
- Financial Information (bank details when you become my customer)
- Data about the products or services you purchase
- Data that identifies you (your IP address, login, browser type, time zone, browser plugins, geolocation, what operating system and version)
- Data on how you use my Site (URL clicks, products and services views, how long you are on my pages and other actions)

### **How and why I use your Data and disclosure**

Under data laws, I am only allowed to use your data for specific reasons and where I have the legal basis to do so.

*I will use your data for the purposes it was collected and related purposes including:*

- To run my Site
- provide you with products, information and services
- Customer support
- Improve my Site
- Make your experience on my Site more efficient and enjoyable
- Market research e.g. I may contact you for feedback about my products and services

- Provide you with information about events, other products or services or opportunities that may be of interest
- Marketing (with your consent)
- Monitor your compliance with my lbsite Terms and Conditions

*I may disclose your data for the purposes it was collected and also:*

- As required by law subject to my obligations
- Within my business (with your consent)
- Send you marketing material (with your consent)

## **Google Analytics**

*Google*

I use Google Analytics functions. You can find out how your data is collected [here](#) and there are instructions [here](#) on how to opt-out of Google Analytics data tracking if you wish to do this.

My use of Google Analytics may include but is not limited to display advertising and remarketing. You may see my adverts across the internet, this is due to the use of tracking technologies (cookies) to optimise and serve my adverts based on past visits to my Site. When you log onto my Site, I, with the help of Google Analytics, use your browsing behaviour to connect this with other data that you previously provided to us in accordance with this privacy policy.

## **What are my choices?**

### **Don't provide us with personal data**

You can choose not to provide us with any personal data. However if you do this, I will not be able to provide you with any products or services, however, you can continue to use my Site and browse the pages of my Site.

### **Turning off cookies**

My Site uses cookies and similar technologies to provide certain functionality to my Site. You can turn off cookies by activating the setting in your browser that allows you to do this. You can also delete cookies through your browser settings. If you do decide to turn off cookies, you can continue to use the Site, however, certain services may not work as effectively.

**Don't want marketing?**

I will always let you know before I collect any data from you what the intended use is and if I intend to use it for marketing and if third parties are involved, I will obtain your consent (which you can withdraw at any time). You can change my mind about marketing material by opting out by (a) completing the contact us form on my [contact page](#) or by unsubscribing within the email if you have previously subscribed to my newsletter.

**What are my rights?**

You can exercise your rights at any time by contacting me via the contact page on my Site - <https://www.candiceburningham.com/contact-us>

**You can access information I hold about you**

I will provide you with the information within 30 days of your request, unless doing so would adversely affect the rights and freedoms of others (e.g. another person's confidentiality or intellectual property rights). I will tell you if I can't comply with your request and why.

**Inaccurate information**

You can contact me to ask me to correct any information I hold about you, that you believe is inaccurate.

**Objections to using data for profiling or automated decisions**

I may use your data to determine what products and services are relevant to you (e.g. tailoring my emails based on your behaviour). Otherwise, the only circumstances in which I will use this data is to provide my products and services to you.

**You have the right to be forgotten**

You have the right to request for your data to be erased. This means I have to delete all information that I hold about you, except to the extent of any information I am required to hold due to my legal obligations.

**You have the right to make a complaint regarding the use of your data**

If you have any complaints regarding how your data is handled, please contact me on [info@candiceburningham.com](mailto:info@candiceburningham.com) or via my contact page: <https://www.candiceburningham.com/contact-us>. If you are not satisfied with my response to your complaint, you may seek a review by contacting the Office of the Australian Information Commissioner.

### **How secure is the data collected**

I realise that my customers trust me to protect their data and whilst I cannot guarantee the security of any information you transmit to us, or receive from us, I take that task seriously and maintain reasonable and appropriate physical, electronic and procedural safeguards to help protect my data. This includes the following:

- Password access to accounts
- Storing electronic data with reputable third party storage providers who have appropriate security protections
- Limit access to personal information to individuals who need to know.

### **Where do I store data**

I use service providers based in Australia. If I transfer personal data outside of Australia, I will ensure that my privacy rights are adequately protected by ensuring these service providers have the same or similar measures in place to protect data shared.

### **How long do I store data**

I will keep my data for as long as I need it and this period will also depend on your interactions with me. If you have made a purchase with me, I will keep a record of your purchase for the period necessary for invoicing and tax purposes. When I no longer need to keep my information, I will delete it.

### **Third parties who process my data**

I share data with third parties in the following circumstances:

- My suppliers and service providers working for me
- My professional and legal advisors
- Law enforcement or other government authorities
- Where I have my consent to do so or otherwise where I am legally permitted to do so.

### **Payment Security**

All real time credit card authorisations are handled by secure third party gateway providers and these are secured by the highest level of security. The following measures are taken to protect my data:

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by us or any outside party.

- All transaction data is encrypted for storage within my third party gateway suppliers bank-grade data centre, further protecting your credit card data.
- My third party gateway provider is an authorised third party processor for all the major Australian banks.
- My third party gateway provider will at no time touch your funds, all monies are directly transferred from your credit card to the merchant account held by us.

I use third party gateway providers that are widely respected for providing secure and reliable online payment solutions. I have chosen to deal with the best so you can feel safe that my personal information is kept safe and secure at all times. While I attempt to protect the information in my possession, no security system is perfect and I cannot promise that information about you will remain secure in all circumstances.

The Payment Card Industry Data Security Standard (**PCI DSS**) is an information security standard for all organisations that handle branded credit cards from major card schemes. PCI DSS is a standard mandated by the card brands like Visa, Mastercard, American Express and Discover and is managed by the PCI Security Standards Council.

PCI-DSS requirements help ensure the secure handling of credit card information through my Site and the service providers.

### **Age of consent**

By using this site, you warrant that you are at least the age of majority in my State or Territory of residence. My Site should not be used by anyone under the age of 18 and I do not knowingly collect data from anyone under the age of 18.

### **Cookies and how to block them**

I use cookies, this helps us improve the products and services I provide.

### **What are cookies?**

“Cookies” are data files that are placed on a device or computer and often include an anonymous unique identifier. Cookies can also be used to analyse traffic and for advertising and marketing purposes. They do not harm your systems. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>. If you use browser settings to block all cookies, you may not be able to access all or parts of my Site.

**Ib Beacons**

I may use Ib beacons (or clear gifs) on my Ibsite and in my emails. So basically when I send emails, I have the ability to track behaviour such as who opened the emails, who clicked the links and collect information such as my IP address, my browser or email type, I then put this information together to improve the performance of my email campaigns and provide you with better and/or services specific to my needs. You will always have the ability to opt out of any emails I send just click the link in the email that says “unsubscribe”.

**Governing law**

This Privacy Policy and my use of this Site is governed in all respects by the laws of Australia.

**Updates to my Privacy Policy**

Please make sure to check in on my Privacy Policy periodically, as I may update this Privacy Policy from time to time in order to reflect, for example, changes to my practices or for other operational, legal or regulatory reasons. I will always ensure that the current date of the Privacy Policy also known as the “Effective Date” is prominently displayed at the very top of this Privacy Policy so you know it's the latest version.