

OUR PRIVACY POLICY

Your privacy is very important to us. Accordingly, we have developed this Policy in order for you to understand how we collect, use, communicate and make use of personal information. The following outlines our Privacy Policy.

When accessing our Website, Roy Aveling, Communication Coach will learn certain information about you during your visit.

Similar to other commercial Web sites, our Web site utilises a standard technology called “cookies” (see explanation below, “What Are Cookies?”) and Web server logs to collect information about how our Web site is used. Information gathered through cookies and Web server logs may include the date and time of visits, the pages viewed, time spent at our Web site, and the Web sites visited just before and just after our Web site, your IP address.

What Is Your Personal Information?

When used in this privacy policy, the term “personal information” has the meaning given to it in the Privacy Act and GDPR.

In general terms, it is any information that can be used to personally identify you.

This may include your name, address, telephone number, email address and profession or occupation.

If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

We may also collect some information that is not personal information because it does not identify you or anyone else.

For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

Your personal information will not be shared, sold, rented or disclosed other than as described in this privacy policy.

What Information May We Collect From You?

Roy Aveling - Communication Coach may collect the following personal information from you:

- > name;
- > current mailing or residential address;
- > email address;
- > telephone number;
- > age or birth date; and
- > profession or occupation.

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service. We collect, hold, use and disclose your personal information for the following purposes:

- > to provide our services to you;
- > to send communications requested by you;
- > to answer enquiries and provide information or advice about existing and new services;
- > to provide you with access to protected areas of our website; and
- > to comply with any Law, rule, regulation, Lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority.

How Do We Collect Your Personal Information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- > when you make an enquiry about our services;
- > through your access and use of our website, including when you register as a member of our website;
- > during conversations between you and our representatives;
- > when you ask to be placed on one of our subscription/ mailing lists; or
- > when you become a client or customer of ours or otherwise use our products or services.

What Happens If We Can't Collect Your Personal Information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- > we may not be able to provide our products or services to you, either to the same standard or at all;
- > we may not be able to provide you with information about services that you may want, including information about special promotions; or
- > we may be unable to tailor the content of our website to your preferences and your experience of our website may not be as enjoyable or useful.

What are Cookies?

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a Web site, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each Web site can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a Web site to access the cookies it has already sent to you, not the cookies sent to you by other sites.

IP Addresses:

IP addresses are used by your computer every time you are connected to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as “traffic data” so that data (such as the Web pages you request) can be sent to you.

Email Information:

If you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. We provide the same protections for these electronic communications that we employ in the maintenance of information received online, mail and telephone.

How Do We Use the Information That You Provide to Us?

Broadly speaking, we use personal information for purposes of administering our business activities, providing customer service and making available other items and services to our customers and prospective customers.

Roy Aveling - Communication Coach will not obtain personally-identifying information about you when you visit our site unless you choose to provide such information to us, nor will such information be sold or otherwise transferred to unaffiliated third parties without the approval of the user at the time of collection.

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights.

A Special Note About Children

Children are not eligible to use our web site and services, and we ask that minors (under the age of 13) do not submit any personal information to us. If you are a minor, you can use this site only in conjunction with permission and guidance from your parents or guardians.

How Do We Protect Your Information and secure information transmissions?

Email is not recognised as a secure medium of communication. For this reason, we request that you do not send private information to us by email. However, doing so is allowed, but at your own risk. Some of the information you may enter on our Web site may be transmitted securely via a secure medium known as Secure Sockets Layer, or SSL. Credit Card information is never transmitted via email.

Roy Aveling - Communication Coach may use software programs to create summary statistics, which are used for such purposes as assessing the number of visitors to the different sections of our site, what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

For site security purposes and to ensure that this service remains available to all users, Roy Aveling – Communication Coach uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Policy Changes:

We reserve the right to amend this privacy policy at any time with or without notice. However, please be assured that if the Privacy Policy changes in the future, we will not use

the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.

We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of personal information is protected and maintained.

Contact:

If you have any questions regarding this Policy or your dealings with our website, please contact us.

Roy Aveling - Communication Coach

PO Box 645

South Perth WA 6951

Or call or email our office:

Telephone: 0417 182 306

Email: roy@royaveling.com.au