

**DOCTOR DAN CRAIG**

## **Privacy Policy**

as at May 2020

## **1. Important Privacy Information**

- 1.1. This statement sets out Doctor Dan Craig's policies relating to the collection and use of your personal information and contains important information about the type of personal information we collect, the purposes for which it is used, how it is managed, to whom we disclose it and what measures we take to comply with privacy laws.
- 1.2. This Privacy Policy is governed by the Privacy Act 1988 (Cth) (Privacy Act) and the Privacy Principles contained therein. We are bound by the Privacy Act and are committed to complying with the Privacy Principles. The privacy of your personal information is very important to us.
- 1.3. We may make changes to this Privacy Policy from time to time for any reason. We will publish changes to this Privacy Policy on our website.

## **2. Your personal information is important to us**

- 2.1. Doctor Dan Craig recognises that your privacy is very important to you and that you have a right to control your personal information.
- 2.2. We know that providing personal information is an act of trust and we take that seriously.
- 2.3. Unless you give us explicit consent to act otherwise, the following policy will govern how Doctor Dan Craig handles your personal information and safeguards your privacy.
- 2.4. Doctor Dan Craig is committed to protecting your personal information and giving you choice in who can use your personal information and how it can be used. We believe that our privacy policy not only complies with relevant laws but represents industry best practice.

## **3. What personal information we collect**

- 3.1. Once you have provided your details to Doctor Dan Craig, we collect personal information about you in order to provide you an assessment of your eligibility for free mentorship.
- 3.2. When you first register for free mentorship, we collect information from you directly and also from time to time thereafter if you provide us additional information.
- 3.3. Any further collection of your personal information than that explained above will only occur with consent from you.

## **4. Why we collect personal information**

- 4.1. Doctor Dan Craig is an Incorporated Association and is required to comply with the Privacy Act 1988.
- 4.2. Doctor Dan Craig may be required to provide activity data or reports in accordance with regulatory guidelines, as instructed by its governing registering body or government authority or in compliance with the terms and conditions of contracts for government funded training.
- 4.3. Doctor Dan Craig, the government or relevant authority may use this information to assist in planning, administration, policy development, program evaluation, promotion, resource allocation, reporting and/or research activities. For these and other lawful purposes, Doctor Dan Craig, the government or relevant authority may also disclose information to its consultants, advisers, various government agencies, media partners, professional bodies and/or other industry bodies.

## **5. Using and disclosing your personal information**

- 5.1. We use your personal information in accordance with the Privacy Principles. Doctor Dan Craig will not use or disclose any information about you without your consent, or access your communications on our website, unless:
  - (a) Where required by law, we believe it necessary to provide you with a service that you have requested
  - (b) To protect the rights or property of Doctor Dan Craig, any Doctor Dan Craig user, or any member of the public
  - (c) To lessen a serious threat to a person's health or safety
- 5.2. Doctor Dan Craig and its partners and/or affiliates recognise the trust you place in us when you give us personal information.
- 5.3. In order to operate the website or deliver a service you have requested we share your personal information with an affiliate or with a service partner.
- 5.4. We will not give any of your personal information to advertisers or any other organisation without your express consent.

## **6. Collecting personal information from third parties**

- 6.1. Where possible, we collect personal information directly from you. However, in some circumstances we may also collect personal information from other sources so that we can provide you with a more personalised service.
- 6.2. If we receive information about you from a third party and it is not information we need in respect of the services we provide, we will destroy that information (provided it is lawful to do so).
- 6.3. We may also collect personal information about someone else from you. For example, you may wish to refer a peer to us. Where you provide us with personal information about other people you must have their consent to do this, and to provide it on their behalf. If not, you must tell us.

## **7. Marketing**

- 7.1. When you contact Doctor Dan Craig or its Staff members via our website, phone or other online mediums such as Facebook or Instagram for the purposes of discussing our services or products, your data will be added to our Customer relationship management system.
- 7.2. From time to time, we may use the information we collect from you to let you know via mail, SMS, email, telephone or online about any news, special offers, products and services. We will never sell or disclose your personal information to other companies, however, we may provide your personal information to our business partners so that they can provide you with information about their products and services that you might be interested (where you have agreed). Should you purchase products or services on our business partner's website, their privacy policy will apply to those products and services.

## **8. Direct Marketing Opt Out**

- 8.1. If you do not want to receive any marketing offers, you can choose to opt out of our marketing activities. To opt out, you can either:
  - (a) use the unsubscribe function from our emails, SMS, MMS or IM; or
  - (b) contact us using the Contact Details below.
- 8.2. You can, however, change your mind about opting out of receiving information about our products and services at any time by contacting us using our Contact Details noted below.

8.3. Please allow seven days for this request to be processed.

## **9. How we store personal information**

9.1. We will store your personal information in a number of ways including:

- (a) in electronic systems and devices;
- (b) in telephone recordings;
- (c) in paper files;
- (d) secure document retention services off-site; and/or
- (e) cloud facilities operated by us (or by third parties on our behalf)

## **10. Information Security**

10.1. We will take reasonable precautions to ensure that the personal information that we have about you is protected against any unlawful use, unauthorised access, modification or disclosure and these precautions include:

- (a) using appropriate information technology and processes;
- (b) using computer and network security systems with appropriate firewalls, encryption technology and passwords for the protection of electronic files;
- (c) securely destroying or “de-identifying” personal information if we no longer require it subject to our legal obligations to keep some information for certain prescribed periods;
- (d) restricting access to your personal information to our Staff and those who perform services for us who need your personal information to do what we have engaged them to do; and
- (e) requesting certain personal information from you when you wish to discuss any issues relating to the products and services we provide to you.

## **11. Analytical tools**

11.1. Our website makes use of multiple analytical tools that provide various forms of analytics including page views, your IP address, session times and where you have come from to visit our website.

11.2. The General Data Protection Regulation (GDPR) is a European Union (EU) data privacy regulation, with the purpose is to consolidate European Union privacy regulations.

## **12. Access to and accuracy of personal information**

12.1. You can request access to the personal information we hold about you at any time by contacting us using the Contact Details noted below and we will provide you with that information unless we are prevented by law from giving you that access. If we are unable to provide you with the requested information, we will provide you with a written explanation.

12.2. Where access is granted to your information, we may charge a reasonable fee for such access and if we do, we will advise you of the fee prior to proceeding with the request.

12.3. We take reasonable measures to ensure that the personal information we hold about you is accurate and up to date. Under the Privacy Act, you also have a right to request that we correct information, if you believe your personal information is not accurate and up to date, we would encourage you to inform us by contacting us using the Contact Details noted below. We will promptly update any information that is incorrect and confirm to you when we have done so.

### **13. Website Links**

- 13.1. This Privacy Policy applies to websites and mobile apps operated by us or on our behalf which we authorise to provide a link to this Privacy Policy.
- 13.2. When you use a link from our website or mobile apps to which this Privacy Policy applies, to the websites of third parties, we have no control over these third party websites we may link to. Those third party websites are not subject to our privacy standards and we take no responsibility for the conduct of these third parties.
- 13.3. Always read the privacy and security statements when using other websites.

### **14. Future changes**

- 14.1. Our commitment to make Doctor Dan Craig a leading Mentorship provider means that we are constantly adding new features to our business.
- 14.2. Because of this, from time to time, our policies will be reviewed and may be revised. Doctor Dan Craig reserves the right to change its privacy policy at any time and notify you by posting an updated version of the policy on its website.

### **15. Complaints**

- 15.1. We are committed to resolving any complaints you may have. Please contact us at any time by contacting us using the following Contact Details:

Email: [doctordancraig@gmail.com](mailto:doctordancraig@gmail.com)

Website: [www.doctordancraig.com](http://www.doctordancraig.com)

- 15.2. Our representative will be in contact with you regarding your complaint and will let you know who will be assisting you, their contact details and the expected resolution date of your issue within 48 hours.
- 15.3. If the issues raised are more complicated, we may ask you for additional documentation to help resolve the issue. In turn, we will keep you updated on the progress of your complaint.
- 15.4. We will try to answer any questions you may have, correct any error on our part or resolve any complaint or concern that you may have about our information handling practices. If we do not resolve a complaint to your satisfaction, you also have the right to complain to the Office of the Australian Information Commissioner (OAIC) using the Contact Details noted below:

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)