



Consumer Privacy

Policy

Future Footprints Conductive Education recognises the importance of protecting personal information, which it may be required to collect from individuals who become associated with its business. The purpose of this Privacy Policy is to ensure that any individual who provides information to Future Footprints Conductive Education is protected according to the requirements of the *Privacy Act 1988*.

For the purpose of this Privacy Policy, information is described as:

- personal information means information relating to an individual, including an opinion, which may be provided to Future Footprints Conductive Education as part of a customer's initial assessment or ongoing care, education & therapy, either in material form or not, and whether true or not. Such information may personally identify an individual or make the person's identity reasonably apparent

Future Footprints Conductive Education takes its obligations under the *Privacy Act 1988* seriously, and as such, takes all reasonable steps in order to comply with the Act and protect the privacy of personal information that it holds.

Procedure

Collection and Use of Information

Future Footprints Conductive Education may require the collection of personal information from individuals to enable it to provide a comprehensive, individualised and targeted assessment and therapy plan that reflects the needs of the individual customer. The reasons for the collection of personal information include, but are not limited to, the provision of high-quality and safe individualised education, learning and therapy-based services.

Future Footprints Conductive Education may collect and hold personal information, such as, but not limited to, names of employees and proprietors of organisations, addresses, telephone numbers, facsimile numbers, email addresses, titles and professional affiliations. These details are collected for the purpose of providing Future Footprints Conductive Education services to customers and clients, and the selling and marketing of its products and extended range of services. Future Footprints Conductive Education may also use such information to apply customer or member satisfaction surveys and events, such as loyalty programs. Future Footprints Conductive Education does not disclose this information to any other organisation, nor does it send any information overseas for any purpose whatsoever.

In the event that sensitive information is collected by Future Footprints Conductive Education, it is not used for any purpose without the express permission of the individual. The collection, use and disclosure of information is in accordance with the Future Footprints Conductive Education collection statement.

Storage, Access and Retention of Personal Information

Personal information collected by Future Footprints Conductive Education is retained as part of a database, which is securely monitored and maintained by Future Footprints Conductive Education. The data is not made available to a third party, unless it is legally required and verified, without the authority of the individual who provided the personal information.



Future Footprints Conductive Education makes available for inspection personal information, based on the information supplied by the individual, that it holds in relation to an individual, provided reasonable notice is given. If any part of the personal information that the individual inspects is determined to be incorrect and requires alteration, then Future Footprints Conductive Education makes such alteration in compliance with the corrected advice provided by the individual.

Future Footprints Conductive Education takes all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

Where information held by Future Footprints Conductive Education is no longer required to be held, and the retention is not required by law, Future Footprints Conductive Education will destroy such personal information by secure means.

Compliance

If an individual has any concerns regarding the privacy of personal information, the individual may make a complaint to Future Footprints Director who will endeavour to resolve the complaint.

Sources of Information

Where possible, Future Footprints Conductive Education collects the information directly from individuals, customers and clients.

Future Footprints Conductive Education acknowledges that there is no obligation for an individual to provide personal information. However, if an individual chooses not to provide Future Footprints Conductive Education with personal details, it may not be able to provide the individual with a full range of services or may reduce the ability of directly servicing the individual's organisation.

Collection Statement

Purpose of the Collection

Future Footprints Conductive Education may require the collection of personal information to satisfy the needs of the organisation. The reasons for the collection of the personal information include, but are not limited to, ensuring the services provided by Future Footprints to customers meet their individual medical needs and personal preferences.

The personal information may be required for the purpose of:

- giving the information which a member or customer is entitled to
- supplying to, and administering, the products and services the member or customer requires.

Future Footprints Conductive Education may also collect the information for the provision of marketing, unless a specific request in writing is provided, detailing what is not required.

Future Footprints Conductive Education may need to give personal information to other organisations to comply with its legal obligations, such as auditors, legal advisers and the Australian Taxation Office (or any other relevant organisations).

Disclosure to an Organisation

Disclosure to external parties or entities does not occur without the individual's consent except where disclosure is required by law.



Access Rights and Contact Details

The *Privacy Act 1988* provides the right to access personal information held by Future Footprints Conductive Education. If the information is inaccurate, a request can be made to correct it.

Future Footprints Conductive Education reserves the right to charge a nominal fee if required for the retrieval of information requested.

Further information can be obtained by contacting Future Footprints Conductive Education Director. A copy of the Australian Privacy Principles can be accessed at <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

Signature: _____ Date: _____
Future Footprints Director 11/5/19

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