

Privacy Policy

Curious Consulting Pty Ltd trading as The Coach Place Global is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

This Privacy Policy ('Policy') embodies our commitment to protection of information through adherence to fair electronic information practices. This Policy puts you, the individual, in control of how your personal information is processed. It is our promise that The Coach Place Global will not electronically process your personal information in any way that is incompatible with this Policy.

This Privacy Policy protects your privacy by informing you about:

- The types of personal information The Coach Place Global collects about you through its websites
- How it collects that information
- The general purposes for which it collects such information

Assuring you that The Coach Place Global:

- Takes reasonable precautions to protect personal information from loss, misuse, unauthorised access, disclosure, alteration or destruction.
- Implements reasonable policies and procedures to ensure that personal information is kept only for the purposes for which it has been gathered;
- Uses reasonable measures to ensure that The Coach Place Global have accurately and completely recorded the personal information you have provided; and
- Provides you reasonable access to your personal information as well as procedures for correcting or modifying that information where appropriate.
- Ensuring accountability to individuals who believe that The Coach Place Global has not complied with these privacy principles.

Collection of Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect ranges from basic contact information and payment information including: names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website www.thecoachplace.com, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by selecting the Unsubscribe button at the bottom of our emails.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

It is our usual practice to collect personal information directly from you and sometimes The Coach Place Global collects personal information from a third party if you have consented or would reasonably expect The Coach Place Global to collect the information in this way, for example from publicly available sources such as websites or telephone directories.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Use of Personal Information

The Coach Place Global uses any information about you for the purposes of monitoring and improving our internal operations, as well as to ensure The Coach Place Global:

- bill you properly,
- administer your Account in accordance with good and proper accounting practices, and
- properly supply the goods and/or services you have requested.

The Coach Place Global also uses the information we collect to monitor and improve our internal operations. For example; The Coach Place Global may correlate website traffic information with data about individual users. This data helps us to determine how much our customers use parts of the website, allowing us to enhance it to fit the needs of as many of our customers as possible. The Coach Place Global may also break down overall usage statistics according to customers' domain names, browser types, and MIME types by reading this information from the browser string (information contained in every user's browser).

Another example of our use of information to enhance the experience of users of our websites is our reliance on cookie files. The Coach Place Global use cookie files to make it easier for users to access our website or services. A cookie file is a small data file that certain websites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the website uses to track the pages you have visited. However, the only personal information a cookie can contain is information you supply yourself. A cookie cannot read data off your hard disk or read cookie files created by other websites. We use cookies to track user traffic patterns (as described above) when you Register for The Coach Place Global goods and/or services. When you Register, The Coach Place Global may use a cookie to store a unique, random user ID. The Coach Place Global use this ID to identify you anonymously in our database and to track the pages you visit on our website. If you have

set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You may refuse cookies by turning them off in your browser.

Finally, The Coach Place Global uses the information we collect to direct important notices and information affecting your Account or services, as well as to provide general information that may be of interest to you, including newsletters, surveys, and information about our services or product offerings. You may opt-out of receiving information from us simply by notifying us of your desire in accordance with the opt-out instructions contained in any information message you receive from us. Note, however, that in order to fulfil our service obligations to you, we must continue sending you notices and other important information affecting your Account or services.

Disclosure of Personal Information

The Coach Place Global value you as our own customer and we do not share any information about you to government agencies, organisations or anyone else unless one of the following applies:

- you have consented
- you would expect us to or we have told you we will
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health or
- the disclosure is reasonably necessary for law enforcement or for the protection of public revenue.

The information that you supply to us is used to conduct business transactions with you and to enable us to better meet your needs and requirements. Your information is not sold to any other organisation.

When you supply us with a credit card number that is used to make a payment to us, The Coach Place Global securely transmit this to our bank payment processor where the credit card transaction is either accepted or declined by the bank payment processor and the bank payment processor stores any necessary details about our transaction/s with you. We do not store your credit card details on our website or systems. We do store a payment authorisation reference number associated with your transaction/s. It is not possible for this reference number to be used for any other purpose other than recording the fact that The Coach Place Global conducted a credit card transaction with you.

Storage of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, disclosure or alteration. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

The Coach Place Global also encrypt your transmission of sensitive information to us (e.g., credit card numbers, account passwords) in the interest of heightened privacy protection and information integrity.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. The Coach Place Global will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

You have the ability to correct or change certain information in our records, such as your address and contact information from your "Account Page". You may change this information at any time and as often as necessary. If you need assistance or have questions about correcting information, please refer to our "Contacts Page".

Our Accountability to You

By purchasing our goods and/or services, you obtain the protections of, and consent to the data processing practices described in this Privacy Policy. When you purchase our goods and/or services, you also represent to us that you have provided notice to, and obtained consent from, any third party individuals whose personal data you supply to us with regard to:

- the purposes for which such third party's personal data have been collected,
- the intended recipients or categories of recipients of the third party's personal data,
- which of the third party's data are obligatory and which data, if any, are voluntary, and
- how the third party can access and, if necessary, rectify the data held about them.

In addition to the privacy protections that we provide, our employees, agents and business partners are independently responsible for ensuring compliance with this Privacy Policy, as described below.

Employee Accountability

Only those The Coach Place Global employees or contractors that have a legitimate business purpose for accessing and handling information obtained by us are given authorisation to do so. The unauthorised access or use of such information by a The Coach Place Global employee is prohibited and constitutes grounds for disciplinary action.

Additionally, our information management systems are configured in such a way as to block or inhibit employees from accessing information that they have no authority to access.

Policy Updates

This Policy may change from time to time and is available on our website. If and when we make any changes to any part of this Privacy Policy we will amend the effective date displayed at the top of this page.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

The Coach Place Global
info@thecoachplace.com