

PRIVACY POLICY



At Creative Write-it, we are committed to ensuring the privacy of your personal information. We understand that, as a visitor to the Creative Write-it website, your personal information is important to you. All references to personal information includes, but is not limited to, contact details, health information, and financial information provided to us by you at any point in time. The following statement addresses relevant privacy issues for Creative Write-it, in accordance with Privacy Legislation¹. If you have any further questions relating to this privacy statement, please do not hesitate to contact us.

INFORMATION WE COLLECT

For each visitor to our website, our site analytics collects the following type of information for statistical purposes:

- The number of users who visit the website
- The date and time of visits
- The number of pages viewed
- Traffic patterns

This is anonymous statistical data. No attempt will be made to identify users or their browsing activities. We use this data to evaluate our website performance and improve our content and online offerings.

PROVIDING INFORMATION

When you provide us with personal details (i.e. when completing a contact form or enrolment form), we will request personal information such as your name, address, e-mail address and a contact phone number. This information is important so we may contact you when necessary on issues relating directly to our service.

We will not use your personal information for any purpose that is not related to the services we provide to you or for any purpose for which you would not reasonably expect us to use the information, unless you have consented to the information being put to another related use, or would reasonably expect that the information would be put to another related use. We will never sell or

¹ Privacy Legislation: The Privacy Act 1988 (Cth); The Information Privacy Act 2000 (Vic); Health Records Act 2001 (Vic)



disclose your information to any individual or entity outside Creative Write-it for marketing purposes.

EMAIL ADDRESSES

We may use your email address to send you regular communications, which may provide information, or updates on our services.

It is our policy to only email customers who give us permission to do so. If we send you an email for a commercial purpose, we will give you the option of not receiving further communications of this nature.

SECURITY OF CAPTURED DATA

When capturing customer data it is sent through our secure encryption technology to ensure that your information is protected when being sent over the Internet. Additionally, all stored customer information is protected from unauthorised access through the use of secure passwords and user logons or other security procedures.

Irrespective of whether your information is stored electronically or in hard copy form, Creative Write-it will take reasonable steps to protect it from misuse, loss, unauthorised access, modification, or disclosure.

Creative Write-it will also take reasonable steps to destroy or permanently de-identify your information if it is no longer needed for the purpose (or a related purpose) for which it was initially collected.

DATA QUALITY, ACCESS & CORRECTION

Creative Write-it will take reasonable steps to ensure the information it collects from you is accurate, complete and up-to-date.

You are entitled to contact us and request access to, and correction of, any of your information held by Creative Write-it. Creative Write-it will take reasonable steps to correct and update any information that is established to be inaccurate, incomplete, or not up-to-date.