

Privacy Policy

[last updated July 2019]

When we talk about 'we' or 'us' in this policy, we mean OneLife Abundance Pty Ltd ABN 76 459 139 751, the owner of www.onelife.com.au and our associated websites. The policy applies to all OneLife business conducted by us. Our full contact details can be found at the end of this policy.

Your privacy is important to us and this policy sets out how we deal with personal information collected electronically, via our websites and information collected in person. Personal information is information that identifies you, or information that if put with other data, could be used to identify you.

We aim to manage personal information collection, use and storage to the standards required under the Australian privacy legislation.

As an overview, we collect, hold, use and disclose personal information for the purpose of letting you know about our products and services and for providing those services. You may receive updates or marketing from us from time to time. We do not sell or give away access to the personal information you provide to us. With your permission, we may share your information with third party service providers.

Staying Anonymous

You can browse this website anonymously. If you identify yourself to us, at that point we will collect your personal information. The more involved we are with you, for example if you provide your financial history for coaching purposes, the more information we will collect and store about you.

Collecting personal information

At all times we try to only collect the information we need to supply you with the information or service you have requested, or to keep you updated with our upcoming events, products or services.

The kind of information that we collect may include:

- your full name, residential address, contact details – phone, email
- your role or title, photograph or likeness
- your date of birth, gender
- members of your household
- your financial information and life goals
- you voice, name and likeness during an event recording
- your voice and name during a webinar and other online event recording
- the activities you are interested in that we offer
- opinions and beliefs provided via surveys and questionnaires

The main way we collect personal information about you is when you give it to us, for example:

- when you contact us by phone or in person or by sending emails and attached documents to us electronically
- when you meet with us or attend one of our events
- when you submit information to our website
- when you interact with our messenger bot
- when you ask for access to information we hold about you

We collect information in hard copy and in electronic form. Coaching sessions are recorded in audio, and transcripts are created from those recordings. Once the transcript is created, the recording is destroyed.

Webinars and other online sessions are recorded and may be made available to our clients for education purposes. Video recordings may be made of an event you attend, and those recordings may be used, including for commercial purposes, in accordance with the terms of your event attendance release form.

You agree that we may keep any of your personal information indefinitely, although we are not obliged to do so. We may also destroy personal information held by us in accordance with usual document destruction processes, subject to any legal requirements for retention.

Testimonials

If you provide us with a testimonial in any format, you give us your consent for the use of your name, age, occupation/job description/title and photo to be displayed on our website or in our other marketing material, together with the content of the testimonial that you provide. You consent to us editing your testimonial or using only parts of your testimonial provided this does not change the intention of your testimonial.

Indirect collection

Some of the systems we use may source related data, like your social media accounts, automatically based upon your name, phone number or email address. This data is linked to the information we hold about you.

We may ask you to give us permission to collect your information from a third party, eg. your accountant, where we believe contacting that party directly will be in your best interests.

Other than as disclosed in this policy, we only collect information directly from you, either by information you supply electronically (for example, completing an information form on our website) or in person (for example, information you provide to us in a coaching session).

Social Networking Services and links to other websites

We may provide links to other websites or use social networking services such as Facebook, YouTube and Instagram to communicate with the public about our work. These sites have their own privacy policies.

When you communicate with us using these services, we may collect your personal information. We will only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes, and you should make yourself familiar with the privacy policies of these providers.

Messenger Bot

We use Manychat Facebook Messenger bot ('bot') and, by choosing to interact with this feature, you consent to the collection and use of personal information you supply via the bot. In addition to the uses we make of your personal information as disclosed in this policy, Manychat will also store and have access to personal information you supply via the bot. For further information please see the privacy policy of Manychat at www.manychat.com/privacypolicy.html.

Employees

We collect personal information about employees or potential employees both directly from the person and indirectly from other sources (for example, referees). This information is stored both electronically and in hard copy. Historical records will be destroyed in line with our usual document destruction processes, subject to any legal requirements for retention.

Collecting sensitive information

We may collect sensitive information about you, which is defined as information about your health, racial or ethnic origin, political opinions, religious beliefs, sexual orientation or criminal history. We will only collect that information where it is relevant to the coaching or other services we provide to you. Any sensitive personal information collected is only accessible by a limited number of staff in accordance with our internal policies.

How we use Cookies and other identifiers

We use a range of tools provided by third parties including search engine browsers and our web hosting company, to collect or view website traffic information. These sites have their own privacy policies. We also use cookies and session tools to improve your experience when accessing our websites.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. Some website features may not function properly without cookies.

The information collected by these tools may include the IP address of the device you are using and information about sites that IP address has come from, the pages accessed on our site and the next site visited. We use the information to help to track your use of our websites to improve your user experience and the quality of our services. To find out how to opt out of tailored advertising please check the options available here - <http://www.networkadvertising.org/choices/>.

Security and overseas recipients

We understand the importance of protecting the personal information we hold about you. We take steps to ensure your personal information is free from misuse, interference, loss, unauthorised access or modification by:

- securing personal information both in physical and electronic form
- staff education around the importance of privacy and data security
- limiting access to personal information only to those that need access and
- protecting our systems with appropriate technology solutions.

For electronic data storage, we rely on third party providers like Infusionsoft, Clickfunnels, and Samson (only for archive) to store the information you have provided to us securely. Because we use these systems, your data may cross international borders, and may be stored in a jurisdiction that has less privacy protection than the jurisdiction where you live. By providing your personal information to us you consent to this transfer of data. We cannot warrant that any data stored will be 100% safe.

For hard storage, your personal information is stored at our business premises in Queensland, Australia. Archived records are stored securely offsite in Australia.

Mandatory data reporting

If any of your personal information is lost, accessed or disclosed by us, whether intentionally, unintentionally or through no fault of ours, we will comply with Australian mandatory data breach notification requirements.

We are required to notify any affected person within 30 days if the loss or disclosure of data is likely to result in serious harm to that person.

Disclosure

The information that we collect about you is used to provide our services, keep you up to date with our business (including letting you know about upcoming events and products or services) and as required to complete any legal obligations of our business (for example, if we are required to provide your information to a government

department). We do not publish or sell your personal information. We may give access to identification data we obtain and transaction records to appropriate and competent advisors or authorities for the purpose of obtaining advice or having services completed for our business.

Accessing and correcting your personal information

You may request copies of the information we hold about you, which will only be provided electronically. You have the ability to make a request to amend or correct that information. If we do not agree with your requested change, we will keep a copy of your request with our information.

Problems?

If you have any concerns about our use of your personal information, please write to support@oneline.com.au and let us know what the problem is. We will respond to your concerns within 30 days.

If you are not happy with how we manage your concerns, you can contact the Australian Privacy Commission, available at <http://www.oaic.gov.au>.

Contact details

| | |
|---------|--|
| Phone | 1300 365 590 |
| Address | PO Box 3216, ROBINA TOWN CENTRE, QLD 4230, Australia |
| Email | Support @ oneline.com.au |

End.