

The Wheels of Life Privacy Policy

LEVEL 1 – EXECUTIVE

REVISION LEVEL – 0

LAST REVISED DATE – 1 August 2008

Purpose: The purpose of this policy is to define The Wheels of Life (Incredible Awareness Pty Ltd) commitment to privacy in all its activities and output.

Methodology: This policy is defined in terms of a Privacy Statement as well as an overall Privacy Policy. Any changes to this policy must follow the steps outlined in the **Document Control – Internal Procedure (QPROC 011)**.

Privacy Statement and Policy: The Wheels of Life (Incredible Awareness Pty Ltd) is committed and dedicated to your privacy. We collect personal information for the purpose of establishing and maintaining records for client and user communications including to inform our database of The Wheels of Life activities and relevant information. The information we collect is primarily for the purpose of contacting you, as well as maintaining sales and feedback information so that we can better serve our relationship with you. We may also include financial information related to payment of the service. We consider your privacy a top priority and therefore we maintain and continuously improve our systems and practices to ensure your information is always secure and only accessible by authorised parties. All of our team are individually committed to your privacy as well. Quality controls are in place at all levels of our organisation with that in mind. We have a full Privacy Policy available for your review through our website. We welcome your questions regarding your privacy and will always provide a personal response in a timely manner. Contact information for our Privacy Officer appears at the bottom of this policy.

What Information We Collect

We collect such personal information as name, phone numbers, physical and/or email addresses and dates of engagement between you and The Wheels of Life, including feedback you provide to us from time to time. When it is provided for the purpose of payment for services of any kind, some financial information is retained for processing the payment and as a record or receipt of payments made, such as would be found on our bank statements and computer systems. Financial information is not stored anywhere else and is not collected for any other reason.

This information is used:

- To enable us to maintain client contact details.
- To enable a copy of The Wheels of Life newsletter to be mailed to you fortnightly or monthly, via email if you have registered and opted in for this service through our website.
- To maintain records related to the user experience in the form of client feedback including compliments, complaints and survey responses. We use our secure system to also track activity on managing any complaints or queries from our clients.
- There may also be occasion for us to mail, email or phone you regarding individual inquiries, requests, or other relevant communication.
- Occasionally, we may use the contact details to email special announcements related to the services of The Wheels of Life.
- Any other reasonable activity related to the primary purpose of collection as stated above.

How Your Information Is Collected

The personal information we collect comes directly from our customers. It is provided to us directly from and only from you via our website, through email communication with us, and live conversations. We do not buy lists or receive information from any other source other than from you directly. Incredible Awareness is also the company which manages the following services: askacoach.com, life-design-coaching, recreationalwhinge.com, noelposus.com and incredibleawareness.com. Therefore all contact details used to commence email campaigning for The Wheels of Life began with the Master List housed in the askacoach.com system and only those names that have not opted out are transferred over. Once the initial master contact list transfer was entered into the CartVille database system in The Wheels of Life, all opt in and opt out for The Wheels of Life mail list is run independently of any other or previous lists.

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The quality and accuracy of the data we collect is based on the information you provide to us. Additionally, we maintain Quality Assurance practices which include internal regular quality audits of online and offline documentation for the purpose of ensuring continuous improvement in our service and consistent quality overall.

The Wheels of Life take every reasonable step to ensure we have captured the information correctly. We are happy to amend the information at any time as required or requested by you, as appropriate.

Who Your Information Is Shared With

All personal information we collect remains entirely within The Wheels of Life secure system. The Wheels of Life will only provide access to client related information internally to our internal team where it is appropriate to do so in order to service your needs, and also to our technical support team only for the purpose of continuously improving and maintaining our secure systems. All technical support personnel have signed a confidentiality agreement with The Wheels of Life ensuring your privacy is maintained. It is not shared with any other individual, institution or organisation, nationally or internationally, at anytime without your expressed written permission, other than where permitted or required by law.

The management team of The Wheels of Life does review client feedback in both client-identifying and anonymous formats. This is done for the purpose of management responsibility in strategy, quality management systems, customer satisfaction and our commitment to our corporate values and delivering a quality service.

How Your Information Is Stored

Your personal information is stored securely to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. The Wheels of Life has implemented technology and security policies, rules and measures to protect the personal information we have under our control from: unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss. We will remove personal information from our system where it is no longer required (except where archiving is required).

In reference to our website, it is important to comment on the existence of cookies. Cookies are data that is sent by a website each time the user visits the website. A cookie can contain data such as the parts of a website a user has visited or the duration of the user's visit to the website. The Wheels of Life website does use cookies. It is

recommended that users set their browser to identify the presence of cookies and to give them the option of accepting or rejecting them. This privacy principle does not extend beyond the Wheels of Life website.

When linking to other sites from The Wheels of Life website, we also recommend you read the privacy statement or policy of that site to familiarise yourself with its privacy principles.

Who Has Access To Your Information

Only authorised team members of The Wheels of Life or other authorised personnel (such as our technical support team), have access to your personal information, and only for activities related to the primary purpose of collection.

You also have the right to access your personal information held by us, as well as to request a copy of that information and to amend it. Should you wish to have access to this information, please contact The Wheels of Life Privacy Officer at any of the contact points highlighted at the end of this policy.

Anonymity

All customers of The Wheels of Life have the right to remain anonymous in their relationships with the association, where practicable to do so. For more detailed information on this, please contact The Wheels of Life Privacy Officer.

Sensitive Information

The Wheels of Life does not seek to collect any sensitive information from our clients, however from time to time our clients/users do share sensitive information with us at their own discretion as it may relate to their reason for engaging our services or contacting us.

This sensitive information, as with all information our clients share with us, is held in the strictest confidence by all of our staff. Our security measures protect you from any unauthorised access or use of this information.

Furthermore, all staff of The Wheels of Life are prohibited from discussing any clients, their information and client histories with any party outside of The Wheels of Life. Any internal conversation regarding clients is solely for the purpose of finding the most appropriate resources, tools, strategies and/or solutions for the client

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and to seek out internal mentoring and supervision to support the service delivery to the client.

The Wheels of Life conducts internal quality assurance practices, including evaluating the quality of our services. In these quality assurance discussions with our staff, your information is potentially accessed and discussed for the purpose of learning and development opportunities for the staff involved in delivering the service.

Occasionally, we may conduct demographic surveys, but membership and/or customer personal information is never included or identified with the information collected.

How To Contact The Wheels of Life Privacy Officer

The Wheels of Life maintains the role of Privacy Officer as a responsibility of one of the Directors. Should you have any queries, requests, comment or complaint, you may contact the Privacy Officer via any of the contact points below.

THE WHEELS OF LIFE
Incredible Awareness Pty Ltd
Attention: Noel Posus, Privacy Officer
12/39 Elizabeth Bay Road
ELIZABETH BAY NSW 2011

Phone: (+61)416006476
Or email us at info@thewheelsoflife.com