

The Flying Doula Service

Website Privacy Policy

Introduction

Hi there! This website, www.theflyingdoulaservice.com is owned and operated by Kate Wilson-Woolley of The Flying Doula Service, ABN 41 592 848 513. If you have any questions or need further information, please contact:

Kate Wilson-Woolley

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ACT 2605

kate@theflyingdoulaservice.com

This document sets out my Privacy Policy. It describes how I collect and manage your personal information when you interact with this site. I take this responsibility very seriously. If you have any questions or concerns about how your personal information is being handled, please do not hesitate to contact me.

I comply with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth) (Privacy Act).

Personal Information

If you engage with me via this website, or choose to become my client I may ask to collect the following kinds of personal information from you, including:

CONTACT DETAILS

- Your name and email address when you opt into my email list
- Your phone number, town and country if you are enquiring about my services
- Your address if you purchase my in-home services

INTERESTS & PREFERENCES

- Your opinion about future topics, products or services that may interest you

INTERACTION

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- Information that allows me to tailor my content and method of delivery to your needs when you sign up for one of my webinars or promotional events

INTERNET

- My website uses Google Analytics to understand how visitors use the website. This means Google may save your IP address, but I do not have access to it. <https://policies.google.com/technologies/partner-sites>

Collection and Use

I may collect your personal information by various means including:

- An opt-in form for my mailing list
- Inquiry forms
- Cookies

I use this information to:

- Respond to your inquiries and deliver services
- Provide you with relevant news, blogs and updates about my services
- Improve this website and the services I provide
- Ask for testimonials or reviews of my services

I will only collect your personal information:

- With your full awareness and consent, such as when you email me, tick a checkbox or fill in a form to provide me with information
- If I need it to provide you with information or services that you request

Sensitive Information

I understand that some personal information is particularly sensitive.

I will only collect sensitive information by methods that are reasonably secure, such as:

- Through enquiry forms embedded in my website
- In a zoom consultation or phone call or face-to-face
- When you send me information in an email
- Through iMessage or Whatsapp

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- Instagram Direct Message or Facebook Messenger, if you contact me through these channels and want to keep using these platforms (rather than those listed above).

The reason why I collect this information is:

- To provide you with the most accurate response with what I can and cannot support you with
- So that I can provide you with the services you have contracted for
- To ensure that I am providing you with the most appropriate services

The sensitive information I ask you to provide for this purpose may include:

- Your past experiences (e.g. the first few months after giving birth previously).
- Medical history (for example details of the birth of your baby, as support after a C-section may differ from support after a natural birth).
- Your current concerns, hopes, fears and feelings relevant to our work together.

I am committed to securely storing and handling your sensitive information.

- Sensitive information is stored in a locked compartment or on a password protected computer.
- Only I may access sensitive material.
- My files are backed up using iCloud, which stores data in encrypted form. The iCloud Privacy Policy can be viewed here: <https://www.apple.com/au/legal/privacy/en-ww/>

I do not collect sensitive information from children under the age of 18.

All archived sensitive information is deleted or securely destroyed after 7 years.

Use of Personal Information

Reasons why I may disclose your personal information include:

- to provide you with the services you have requested
- to send you products that you have purchased

In order to do this, I may share some relevant personal information - on a strictly need to know basis - with:

- A virtual assistant (VA)

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- Australia Post or courier companies

LEGAL DISCLOSURE

I will also disclose your information if required by law to do so or in circumstances permitted by the *Privacy Act* – for example, where I have reasonable grounds to suspect that unlawful activity, or misconduct of a serious nature, that relates to my functions or activities has been, is being or may be engaged in, and in response to a subpoena, discovery request or a court order.

If you have any concerns regarding the disclosure of your personal information, please do not hesitate to get in touch with me to discuss this personally.

I will use all reasonable means to protect the confidentiality of your personal information while in my possession or control. I will not knowingly share any of your personal information with any third party other than the service providers who assist me in providing the information and/or services I am providing to you. To the extent that I do share your personal information with a service provider, I would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy. However, some of my service providers may be overseas and may not be subject to Australian Privacy Laws or compliant with GDPR. Please contact me if you have any concerns about the potential disclosure of your information.

Security

I take reasonable physical, technical and administrative safeguards to protect your personal information from misuse, interference, loss, and unauthorised access, modification and disclosure.

I manage risks to your personal information by:

- storing files securely
- ensuring that only I have access to sensitive information, and
- releasing information to service providers on a strictly need-to-know basis.

As mentioned above, your personal information may also be stored with a third-party provider, where it will be managed under their security policy:

- iCloud - <https://www.apple.com/au/legal/privacy/en-ww/>
- Mailchimp - <https://mailchimp.com/about/security/>
- Mailerlite - <https://www.mailerlite.com/legal/privacy-policy>

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From time to time I may combine information provided by you with information gathered from:

- Social media (Facebook or Instagram)
- Google Analytics

If you do not wish this to occur, please contact me.

Access to Information

You can contact me to access, correct or update your personal information at any time. Unless I am subject to a confidentiality obligation or some other restriction on giving access to the information which permits me to refuse you access under the *Privacy Act*, and I believe there is a valid reason for doing so, I will endeavour to make your information available to you within 30 days.

Please begin the process by sending an email requesting access to your information to me at kate@theflyingdoulaservice.com and I will endeavour to respond within 7 days.

Complaints

If a breach of this Privacy Policy occurs, or if you wish to request a change to your personal information, you may contact me by sending an email outlining your concerns to me at kate@theflyingdoulaservice.com and I will endeavour to respond within 2 working days.

If you are not satisfied with my response to your complaint you may seek a review by contacting:

- the Office of the Australian Information Commissioner using the information available at <http://www.oaic.gov.au/privacy/privacy-complaints>.

Notification of Change

If I decide to change my Privacy Policy, I will post a copy of the revised policy on my website.

Notification of Breach

If I have reason to suspect that a serious data breach has occurred and that this may result in harm or loss to you, I will immediately assess the situation and take appropriate remedial action. If I still believe that you are at risk, I will notify the Office of the Information Commissioner and either notify you directly, or if that is not possible, publicise a notification of the breach on this website.