

Privacy Policy

Yourcompass is committed to providing quality services to you in accordance with Australian Privacy Principles (**APPs**) contained in the Privacy Act 1988 (Cth) (**Privacy Act**) and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. This privacy policy is subject to change and we encourage you to regularly check our website for the most up-to-date, current privacy policy.

What is personal information and what types do we collect?

The Privacy Act defines Personal Information as information or an opinion about an identified individual or an individual who is reasonably identifiable whether the information or opinion is true or not and whether the information or opinion is recorded in material form or not.

When you provide your personal information to us, you are consenting to our practices in accordance with this privacy policy regarding the way in which we store, maintain, use and disclose your personal information.

We may collect the following personal information about you

- Name;
- Email address;
- Street address;
- Telephone number;
- Age;
- Date of birth;
- Information affiliated with client surveys and promotions;
- Information about your studies and education level;
- Information about your personal circumstances;
- Your device type and identity, IP address, geo-location information, page view statistics, advertising data and standard web log information;
- Any other information provided by you to us via this website or any third party or otherwise provided by you.

How do we collect personal information?

This Personal Information is obtained either directly from you, or from third parties, including

- Contact via our website;
- Communication through SMS, email, telephone, social media applications (for example facebook, instagram, twitter), youtube or otherwise;
- Contact through our consultation services;
- Interactions with our website, social media applications, advertising, media and publications ; and
- Investments in our business or enquiries as to potential partnership with us;

We may also use web analytics tools (including Google Analytics and Wix Analytics) and 'cookies' to collect your personal information when you use or access our website and social media pages. We may use cookies and other tracking technologies to track and analyse the use of our website by you. If you do not wish for your information to be stored as a cookie, you can disable these in your web browser.

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 contacting us in writing.

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.

Disclosure of Personal Information

Your personal information is collected and used for the following purposes:

- to provide services and information to you;
- to respond to requests for consultations or assistance;
- to send you administrative messages, reminders, updates and other information requested by you;
- for administrative purposes and record keeping;
- to provide information about you to our employees, contractors or other third parties for the purpose of providing you with services;

- to send you marketing, promotions and other information which may be of interest to you for the purpose of direct marketing. We may use SMS, social media or email to send you direct marketing communications. You can opt out of these marketing materials through the opt-out option (i.e. unsubscribe button) should you so choose. The direct marketing communications will be in accordance with the Spam Act.
- improve our customer experience and services on offer; and
- comply with legal obligations.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and unauthorised access. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to other websites. These are provided to improve your user experience however they may not be current. We are not responsible for the privacy policy of the websites linked and as such, we strongly recommend that you review the privacy policy of the linked website before using it.

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. We may need to verify your identity before providing you with your personal information. In some cases, we may not be able to provide you with access to all of your personal information and in these cases, we will explain why.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our privacy policy, please send us an email using the details set out below and include your name and best contact details. We will investigate all queries and complaints in a reasonable timeframe and in accordance with our legal obligations.

Contact us

For further information about our privacy policy or our practices please contact us at:

Email: hello@yourcompass.com.au

Our privacy policy was last updated on the 17 December 2019.