

# Raz Studios PRIVACY POLICY

## Application of this policy

1. Raz Studios (**we** or **us**) respects your privacy and is committed to protecting the privacy of your personal information.
2. Raz Studios collects, uses, stores, manages and discloses all personal information in accordance with this Privacy Policy and otherwise with the Australian Privacy Principles (**Principles**) contained in the *Privacy Act 1988* (Cth) (**Privacy Act**).
3. In summary, the Principles describe '*personal information*' as information that identifies an individual or information by which an individual's identity can reasonably be ascertained.
4. This Privacy Policy explains how Raz Studios collects, uses, manages and discloses personal information and how you can contact Raz Studios if you have queries about our management of your personal information.
5. By using Raz Studios' services or submitting personal information to Raz Studios, you accept the terms of this Privacy Policy, and consent to our use, collection, disclosure and retention of personal information, as described in this Privacy Policy.
6. You are welcome to print or download this Privacy Policy at any time at [www.razstudios.com.au](http://www.razstudios.com.au)
7. If you do not agree to any provisions in this Privacy Policy, you should not disclose any personal information to Raz Studios.

## Why does Raz Studios collect personal information?

Raz Studios is a vibrant, professional, caring and supportive dance studio providing services in Quakers Hill, Blacktown, the Ponds, Stanhope and Marayong. We have a studio located in a commercial property at 6-7/38 Railway Rd Marayong and also use a community facility (Brain Wunsch Centre) in Wakeley. Raz Studios may directly or indirectly collect personal information in the ordinary course of conducting its business, as set out in this Policy.

## What kind of personal information does Raz Studios collect and how does Raz Studios collect it?

1. Raz Studios generally collects and holds personal information about:
  - Our employees
  - Contractors who provide services to Raz Studios
  - Our customers
  - Our suppliers
  - Job applicants and
  - Other people who may come into contact with Raz Studios
2. The type of information we collect varies, depending on the purpose for which it is collected, and may include (but is not limited to) name, address, contact details and credit information. This information may be obtained by way of printed or online forms filled out, information provided in person or by telephone by the individuals themselves, or from a third party (for example, a reference).
3. When you only browse the Raz Studios website at [www.razstudios.com.au](http://www.razstudios.com.au) ('**our** or **Raz Studios Website**'), we do not collect your personal information. Raz Studios' internet service provider makes a record of an individual's visit and records information such as your server address, your internet protocol address, the pages you accessed and documents

downloaded, the previous site you visited, and the type of browser being used. This information assists us to analyse web traffic and improve your site navigation and application experience.

4. We do not identify you or your browsing activities except, in the event of an investigation, where a law enforcement agency may exercise a warrant or such other power to inspect the internet service provider's logs.
5. Our website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.
6. Raz Studios may also obtain anonymous information from the Raz Studios website using a technology called "cookies". Cookies are small text files which are transferred to the hard drive of your computer to provide additional functionality to the Raz Studios Website and to help Raz Studios analyse usage of the Raz Studios website. Cookies can identify an individual's web browser but not an individual himself or herself. If you wish, you can disable your web browser from accepting cookies. If you disable cookies, you will still be able to access the Raz Studios Website but may not be able to access all of Raz Studios' services.

#### **How do we use personal information and to whom may we disclose it?**

Raz Studios may use the personal information you provide to us for the purposes for which it was initially collected or purposes related to such initial purpose (if such purpose would be within your reasonable expectations). In general, Raz Studios uses personal information to:

- Conduct its business;
- Provide products or services that have been requested;
- Maintain relationships with suppliers and contractors;
- Communicate with customers and third parties;
- Provide ongoing information about Raz Studios products and services to Raz Studios customers;
- Conduct direct marketing and/or surveys; and
- Comply with legal obligations and for purposes authorised by laws or regulations, such as to prevent or investigate alleged crime or fraud.

#### **Direct Marketing and surveys**

1. Unless you have expressly indicated otherwise, by supplying Raz Studios with your personal information you give Raz Studios permission to use your personal information to contact you to inform you about products and services we think would be of interest to you. This permission is not limited in time unless you choose to opt out by contacting us using the contact information provided below, or by utilising an 'unsubscribe' facility on a communication we send to you in which case we will take steps to ensure you do not receive any such direct marketing information in future.
2. We may disclose your personal information where you have consented or where disclosure is necessary to achieve the purpose for which it was submitted (as outlined above). Depending on the product or service concerned, personal information may be disclosed to:
  - Raz Studios and any related or associated entities;
  - Service providers and specialist advisers to Raz Studios who have been contracted to provide Raz Studios with administrative or other services, for example, financial service providers and technology service providers;
  - Courts, tribunals and regulatory authorities as agreed or authorised by law or where required to do so by a court or under applicable laws or regulations or where requested by a government agency;
  - Insurers, credit providers, credit reporting or reference agencies or insurance investigators (in accordance with our Credit Information Policy);

- A person authorised by you to receive your personal information; or
  - Organisations that may be involved in any transfer or sale of all or part of our assets or business or involved in any of our risk management or funding requirements.
3. Generally, we require that organisations outside Raz Studios who handle or obtain personal information as service providers to Raz Studios acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with the Principles and this Policy.
  4. However, as such organisations are not within Raz Studios' control, we do not accept responsibility for the conduct of such organisations, including in their dealings with personal information. In most cases, if you do not provide information about yourself that Raz Studios has requested, Raz Studios may not be able to provide you with the relevant product or service.
  5. From time-to-time we may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information. Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of our products, services and/or website.

#### **How do we treat sensitive information?**

1. The Privacy Act defines '*sensitive*' information as including personal information about an individual that is information about a person's racial or ethnic origin; religion; membership of political bodies, trade unions or other professional or trade associations; sexual preferences; criminal record; or health information about an individual.
2. Raz Studios generally does not collect sensitive information. However, in the event it does so, Raz Studios will only use and disclose sensitive information for the purpose for which it was provided or another directly related purpose, unless you agreed otherwise, or unless use or disclosure of this information is allowed by law.
3. The way we use tax file numbers and information received from a credit reporting agency about an individual is also restricted by law.

#### **Trans border disclosure**

1. Personal information may be stored, disclosed, processed in or transferred outside of Australia from time to time. The countries in which your personal information is received may not have data protection laws equivalent to those in force in Australia.
2. You acknowledge and agree to such international data and information transfers with respect to personal information. Clause 8.1 of the Australian Privacy Principles contained in Schedule 1 of the Privacy Act provides that if we disclose personal information about an individual to an overseas recipient, then we must take such steps as are reasonable in the circumstances to ensure the overseas recipient does not breach the Australian Privacy Principles in relation to such information.
3. An exception to this is if we obtain your consent. We intend to rely on this exception in the following way:

*Unless you notify us in writing to the contrary, you will be taken to have consented to the disclosure by us of Personal Information to overseas recipients on the basis that:*

- *clause 8.1 of the Australian Privacy Principles will not apply to such disclosure;*
- *the individual whose personal information is disclosed will not be able to seek redress under the Privacy Act;*

- *the overseas recipient may not be subject to any privacy obligations or to any principles similar to the Australian Privacy Principles;*
- *the individual may not be able to seek redress in the overseas jurisdiction; and*
- *the overseas recipient is subject to a foreign law that could compel the disclosure of personal information to a third party, such as an overseas authority.*

### **How do we manage personal information?**

Raz Studios trains its employees who handle personal information to respect the confidentiality of that information and the privacy of individuals and to ensure ongoing compliance with the Principles.

### **How do we store personal information?**

1. Raz Studios is required by the Principles to safeguard the security and privacy of your information, whether you interact with us personally, by telephone, mail, over the internet or other electronic medium.
2. This includes an obligation to take reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.
3. Raz Studios maintains sophisticated I.T. systems to keep its records on master files and has security measures designed to protect against the loss, misuse and/or the unauthorised alteration of the information under its control.
4. However, since no system is 100% secure or error-free, we cannot guarantee that your personal information is totally protected, for example, from hackers or misuse. If you enter personal information on the Raz Studios website, you should exercise due care to safeguard any passwords and usernames created by you to access your personal information on the Raz Studios website. The Principles also require Raz Studios not to store personal information longer than necessary.
5. Raz Studios no longer requires any personal information that we hold, we will take reasonable steps to destroy that personal information or remove details which may identify individuals.

### **How do we keep personal information accurate and up-to-date and how may you amend personal information you provide to Raz Studios?**

1. Raz Studios seeks to ensure that the personal information it holds is accurate and up-to-date.
2. We realise that this information changes frequently with changes of address and other personal circumstances. We encourage you to contact Raz Studios as soon as possible in order to update any personal information we hold about you. Raz Studios contact details are set out below.
3. Raz Studios will be happy to accept updated personal information in writing from the owner of that information at any time. However, in order to protect your privacy and security, we will take reasonable steps to verify your identity before granting you access or enabling you to make corrections of your personal information.

### **Can you check what personal information about you is held by us?**

1. You may obtain access to any personal information which Raz Studios holds about you, unless one of the exceptions in the Principles applies. Such exceptions include:
  - providing access is likely to pose a serious threat to the safety of an individual or the public;
  - providing access is likely to unreasonably impact on the privacy of others;
  - the request for access is frivolous or vexatious;

- providing access would reveal information which relates to existing or anticipated legal proceedings or would otherwise impact on any negotiations;
  - providing access is unlawful (including being unlawful as directed by a court or tribunal order) or is likely to impact on actions being taken in relation to alleged unlawful activities relating to our functions and activities; or
  - granting access would impact on a commercially sensitive decision making process.
2. To make a request to access information Raz Studios holds about you, please contact Raz Studios in writing. Raz Studios will require you to verify your identity and to specify what information you require.
  3. Except where the Privacy Act provides otherwise, Raz Studios may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.
  4. Raz Studios's objective is to respond to any request to access or amend personal information within a reasonable timeframe and no later than 30 days. Raz Studios will endeavour to inform you if this timeframe is not achievable.

#### **What if you have a complaint?**

1. If you consider that any action of Raz Studios breaches this privacy policy or the Principles, you can make a complaint. In the first instance, please direct your complaint to Lenae Razbusek at [lenae@razstudios.com.au](mailto:lenae@razstudios.com.au).
2. Raz Studios endeavours to respond promptly to complaints and will try to resolve complaints within 30 days of notification.
3. If you believe we have not adequately dealt with your complaint, may complain to the Privacy Commissioner, whose contact details are found on the website <http://www.oaic.gov.au/>

#### **How do you contact us?**

[lenae@razstudios.com.au](mailto:lenae@razstudios.com.au)  
0435 470 446

#### **Updates to this Policy**

1. This Privacy Policy will be reviewed from time to time to take account of new laws and technology changes to our operations and practices and the changing business environment.
2. All personal information held by Raz Studios will be governed by Raz Studios' most recent policy. Changes to this Privacy Policy will be published by posting an updated Privacy Policy on the Raz Studios website.
3. Therefore, you should review Raz Studios' Privacy Policy regularly to ensure you are familiar with any changes. If you are unsure whether you are reading the most current version, please contact us.
4. Your continued use of the Raz Studios Website or Raz Studios' products or services after any changes to this Privacy Policy are posted will be taken as acceptance of those changes.