

# Privacy Statement

## Open Frame Coaching Privacy Statement

This Privacy Statement explains in general terms how Open Frame Coaching protects the privacy of your personal information under the Australian Privacy Principles. It will apply to any personal information you provide to us:

- when sharing information with us during a general enquiry,
- when opting to subscribe to our eNews,
- when registering for our services, workshop programs, programs and coaching services,
- and in any other instance involving an agreement or arrangement with Open Frame Coaching

This Privacy Statement will also apply to any information about you that is provided to us by someone else.

### What Information Do We Collect?

The types of information that we collect from you will depend on the circumstances of collection and on the type of services or products you request from us. Generally, information is related to contact details such as your name, postal address, billing address, telephone numbers, email addresses, or other workshop program details to provide quality service to you, including dietary requirements (if any) and health issues relevant to your arrangements. As we are required by law to obtain your consent to the collection of "sensitive information" we will assume that you have consented to the collection of all information which is provided to us for use in accordance with this Statement, unless you tell us otherwise.

### How We Collect Information

We may collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, email, on social media channels including but not limited to Facebook, Instagram, YouTube and LinkedIn or messaging), visit our websites or when you have contact with us in person. As well as collecting information directly from you, there may be occasions when we collect information about you from one of our accredited coaches.

### How We Use Your Personal Information

We generally collect your personal information for the following purposes:

- to process your workshop or coaching registrations, and product purchases;
- to facilitate consulting services, development or coaching agreements;
- to note your interest in products, services and events offered by Open Frame Coaching.

Some of the personal information we collect is essential for us to be able to accurately identify who is using our services and products, as well as what their interests are.

### Disclosure of Personal Information to Third Parties

We may disclose your personal information to third parties, for example, to our coaches and consulting associates to whom we contract out certain services, for the purpose for which the information was collected or for related purposes, for example to complete a transaction on your behalf or provide you with a service that you requested. We may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. Open Frame Coaching engages third party contractors to perform services for us, which involves the contractor handling personal information we hold. In these situations, we prohibit the third-party contractor from using personal information about you except for the specific purpose for which we supply it. Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

### Access & Correction of Information We Hold About You

We will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under the Australian Privacy Principles, including for the purpose of correcting or updating that information. We may recover from you our reasonable costs of supplying you with access to this information. Your request to provide access to this information will be dealt with in a reasonable time. If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles.

### Keeping Your Personal Information Up to Date

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

**Resolving Your Concerns**

If you desire to gain access to your personal information, have concerns regarding a privacy breach, or have inquiries about the collection or utilisation of your personal data, please direct your request, complaint or query to the address below. We will promptly respond to your query or complaint.

**Changes to This Privacy Statement**

We reserve the right to modify this Privacy Statement in response to evolving business needs or changes in law.

Open Frame Coaching (ABN 11 669 667 887)  
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