Elizabeth's Creative Wellbeing Workshop
Privacy Policy
Protecting Your Personal Information

Purpose
Elizabeth's Creative Wellbeing Workshop is committed to protecting the privacy and confidentiality of everyone who interacts with our business.
This Privacy Policy explains how we collect, use, store, disclose and protect personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, where applicable.
We value your trust and are committed to handling your personal information responsibly and respectfully.

Our Commitment
We are committed to:
- Respecting your privacy.
- Collecting only the information necessary to provide our services.
- Keeping your information secure.
- Being transparent about how your information is used.
- Giving you access to your personal information where appropriate.
- Maintaining confidentiality wherever possible.

Information We May Collect
Depending on the services you use, we may collect:
Personal Information
- Full name
- Postal address
- Phone number
- Email address
- Emergency contact details
- Date of birth (where required)
- Parent or guardian details for children

Workshop Information
- Workshop bookings
- Attendance records
- Consent forms
- Accessibility requirements
- Support needs you choose to disclose
- Feedback and evaluation forms

Payment Information
- Payment amounts
- Invoice records
- Transaction references

Elizabeth's Creative Wellbeing Workshop does not intentionally store full payment card details.
Website Information
When visiting our website, information such as your browser type, device type, pages

viewed and general usage statistics may be collected through standard website technologies to help improve the website experience.

Why We Collect Information
Your information may be used to:

- Process workshop bookings.
- Communicate with you about workshops and events.
- Respond to enquiries.
- Provide invoices and receipts.
- Contact you if a workshop changes or is cancelled.
- Manage participant safety.
- Improve our programs.
- Meet legal or regulatory obligations.
- Evaluate and improve our services.

Photography and Media
Photographs or videos may occasionally be taken during workshops for promotional purposes.
We will seek your consent before using identifiable photographs or videos in promotional materials, social media, printed publications or our website.
You may decline photography or withdraw your consent at any time.

Confidentiality
Workshop participants may choose to share personal stories or creative reflections.
We ask everyone to respect each other's privacy.
While facilitators encourage confidentiality within workshops, complete confidentiality among participants cannot be guaranteed.

Storage and Security
We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, disclosure or alteration.
Information may be stored:

- In secure electronic systems.
- In password-protected devices.
- In secure cloud-based services.
- In locked filing cabinets for paper records.

Access is limited to authorised personnel who require the information to perform their duties.

Sharing Information
We do not sell or rent personal information.
Your information may only be shared:

- With your consent.
- Where required by law.
- Where necessary to protect the safety of a participant or another person.
- With trusted service providers who assist with business operations and are expected to protect your information.

Marketing Communications
With your permission, we may send:

- Workshop updates
- Newsletters
- Community events
- New program announcements

You may unsubscribe from marketing communications at any time.

Accessing or Correcting Your Information
You may request access to the personal information we hold about you.
If your information is inaccurate or out of date, we encourage you to let us know so we can correct it promptly.
Requests should be made in writing using the contact details below.

Retention of Records
We retain records only for as long as reasonably necessary to:

- Deliver our services.
- Meet legal, financial and operational obligations.
- Resolve complaints or disputes.
- Maintain appropriate business records.

When records are no longer required, they will be securely destroyed or permanently deleted.

Children's Privacy
Where workshops involve children, personal information is collected from or with the consent of a parent or legal guardian.
We are committed to protecting children's privacy and only collect information that is reasonably necessary for participation and safety.

Third-Party Websites
Our website or social media pages may include links to external websites.
Elizabeth's Creative Wellbeing Workshop is not responsible for the privacy practices or content of third-party websites.
We encourage users to read the privacy policies of those websites.

Data Breaches
If a privacy breach occurs that is likely to result in serious harm, we will:

- Take immediate steps to contain the breach.
- Assess the nature and extent of the breach.
- Notify affected individuals where appropriate.
- Meet any legal notification requirements that apply.

Questions or Complaints
If you have questions, concerns or wish to make a privacy complaint, please contact:
Elizabeth's Creative Wellbeing Workshop
Email: creativeww3177@gmail.com

Phone: 0412 823 339
We aim to acknowledge privacy enquiries promptly and work with you to resolve concerns fairly and respectfully.
If you are not satisfied with our response, you may seek further information from the Office of the Australian Information Commissioner (OAIC).

Policy Review
This Privacy Policy will be reviewed annually or sooner if legislation, business operations or privacy practices change.

Document Control
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