



Doug's Dojang Privacy Statement¹
Effective Date: 21 January 2024

Contents

1. Commitment to privacy	2
2. How to contact us	2
3. How and why we collect personal information	2
3.1 Information Relating to Children	2
4. How we use and disclose personal information	3
4.1 Third Parties	3
5. Security of and access to your personal information	3
5.1 How Personal Data Are Stored	3
5.2 How Long Personal Data Are Stored	3
5.3 Personal Data Protection	3
5.4 How to Access, Modify, Delete, or Challenge Data	3
6. Website-specific information	4
6.1 Consent	4
6.2 Data Collected Automatically	4
6.3 Data Collected in a Non-Automatic Way	4
7. Additional information for users and clients in the European Union (EU)	5
8. Modifications	5
9. Accessing your data	5
10. Copyright	5
11. Future considerations	6
12. Complaints	6

¹ This statement has been informed by resources available from the Office of the Australian Information Commissioner (Australian Privacy Principles Chapter 5) and the Queensland Government (Business Queensland).

1. Commitment to privacy

Doug's Dojang takes seriously its obligations in operating a small business and places strong value on the privacy of its clients and site users. We acknowledge the special importance of protecting personal information as defined in the Australian Privacy Principles set out in the *Privacy Act 1988 (Commonwealth)*.

Doug's Dojang acknowledges that clients and website users may have concerns about personal and confidential information that is shared with the business. To assist our clients and any users of the www.dougsdojang.com.au website, Doug's Dojang has voluntarily developed this privacy statement in response to the *Federal Privacy Act 1988* and the Australian Privacy Principles.

This privacy statement applies to any personal information that Doug's Dojang collects, uses or discloses, whether this be via the website or directly from clients during business interactions. Whilst this statement describes some key examples, please note that not every example of the collection, use and disclosure of personal information is contained in this statement. If you are unsure or would like more information, please contact us directly.

2. How to contact us

If you wish to access to your personal information, correct or update your personal details, register a complaint about a breach of your privacy, or you have any other query relating to our privacy statement, please contact the Data Protection Officer using one of the following options:

Email: doug_swain@hotmail.com

Telephone: (+61) 0438 393 715

Postal Mail: PO Box 9969 Frenchville Post Office, Queensland Australia 4701.

3. How and why we collect personal information

Doug's Dojang collects personal information, including specific health and medical information, to safely provide various services to clients. We may also use personal information for related purposes such as providing clients with updates on our products and services. Personal information about our clients is collected only when it is knowingly and voluntarily submitted. Such information is collected directly from the individual, or their parent or legal guardian.

The personal information collected may include (but may not be limited to) the data provided when corresponding with us about products and/or services, or prior to participating in an activity session such as martial arts, self-defence or workplace training. For example, this may include your name, date of birth, contact and emergency details, occupation, and medical screening history for the purpose of informing safe delivery of sessions.

Doug's Dojang endeavours to limit the collection of personal information such that it is fair, lawful and not intrusive, whilst meeting business and insurance requirements. Doug's Dojang will also periodically review information to ensure that it is up-to-date, accurate and as secure as possible.

3.1 Information Relating to Children

Doug's Dojang collects personal data about children who are clients. Where persons are under the age of 18 years, data are collected only with the express written consent of a parent or legal guardian.

4. How we use and disclose personal information

Doug's Dojang has a duty to maintain the confidentiality of the personal information of all clients, both in digital and hard copy format. This duty of confidentiality applies except where disclosure of personal information is consented to by the client or is compelled by law.

Personal data may be disclosed to approved Doug's Dojang personnel, where access is reasonably required to achieve the purposes set out in this Privacy Statement.

4.1 Third Parties

With consent, Doug's Dojang may disclose or share certain forms of client personal information to selected and approved third parties. Third parties will not be able to access data beyond what is reasonably necessary to achieve the given purpose.

Doug's Dojang will never sell or share personal information data to unapproved third parties, except in the following cases:

- a) If it is required by law or for any legal proceedings;
- b) To prove or protect the legal rights of the business; and/or
- c) To buyers or potential buyers of the business in the event that Doug's Dojang is placed for sale or sold.

5. Security of and access to your personal information

Doug's Dojang will take reasonable steps to protect any personal information from misuse, modification and/or loss, and to protect it from unauthorised access or disclosure.

5.1 How Personal Data Are Stored

Personal data may be stored in hard copy and/or digital format as required for business purposes. Personal data are marked as private and confidential and are only accessible by personnel operating under the direct authority of the Doug's Dojang Taekwondo business owner (Mr Douglas Swain).

5.2 How Long Personal Data Are Stored

Personal data will be stored until the purpose the data was collected for has been achieved. Personal information will be permanently destroyed if it is no longer needed.

5.3 Personal Data Protection

Doug's Dojang Taekwondo takes all reasonable precautions to ensure that user data is secure and that users are protected. Irrespective of this a risk of harm may always exist, particularly when dealing with online information. Doug's Dojang offers no guarantees regarding the security of user data, beyond what is reasonably practical, and will not be held responsible for actions or inactions resulting from unauthorised access to personal information.

5.4 How to Access, Modify, Delete, or Challenge Data

You may contact the Data Protection Officer using the contact information provided in section 2 of this document, for the following items:

- a) to request information about whether Doug's Dojang has collected your personal data; how it has been used and/or stored; whether your data has been disclosed and to whom it was disclosed,
- b) if you would like your data to be deleted or modified in any way, or
- c) if you would like to exercise any of other rights under relevant legislation.

6. Website-specific information

Doug's Dojang operates a website at www.dougsdojang.com.au. Data collected on this site will only be used for business purposes. Hyperlinks provided to other sites are supplied for convenience only. Doug's Dojang has no control over the privacy policies and practices used by those businesses, organisations and/or sites and will not be held responsible to any loss, damage, cost or expense incurred as a result of accessing hyperlinked sites.

6.1 Consent

By using the business website, users agree that they consent to the conditions set out in this Privacy Statement. Consent can be withdrawn by contacting the Data Protection Officer.

6.2 Data Collected Automatically

Doug's Dojang may automatically collect and store the following non-personal information when users visit the website:

- a) date of access;
- b) location;
- c) hardware and software details; and
- d) content viewed.

6.3 Data Voluntarily Provided

Doug's Dojang may collect the following specific types of personal information, non-automatically, in cases where a user voluntarily provides it via the 'Contact Us' form:

- a) first and last name
- b) email address;
- c) phone number; and
- d) details of the names, gender, ages and/or situation of family members, if provided by the user.

Doug's Dojang may use this data to send you information about our products, services and/or events. If you do not wish for this to occur, please indicate this on the enquiry form.

6.4 Use of Cookies

A cookie is a small file from a website browser that is stored on a user's hard drive or device, for the purpose of collecting data about the user's browsing habits. Use of cookies may result in the collection of aggregate, non-personal information.

Doug's Dojang uses the following types of cookies on its website:

- a) Analytical cookies to see how the User is interacting with the Site (such as the content accessed and how long the site is visited for). This information may assist with improving the design and functionality of the Site for best user experience.
- b) Third-Party Cookies used by another website that provides support or services to dougsdojang.com.au. For example, Doug's Dojang may use third-party cookies to monitor and analyse the performance, operation and effectiveness of the website platform.

Users can opt-out of website tracking on www.dougsdojang.com.au using their browser settings or by declining the cookie statement that appears on the webpage.

6.5 How Online Personal Data are Used, Stored and Shared

Personal data collected automatically may be used for website performance monitoring and reporting (e.g. single or aggregated user statistics).

Personal data collected via voluntary disclosure in the 'contact us' form may be used to contact users at their request and/or provide information and updates about Doug's Dojang products and services.

Website traffic statistics may be shared with Google Ads, or other organisations specifically contracted by Doug's Dojang, for the purpose of informing metrics used for online campaign optimisation.

6.6 International Data Transfer

User's personal data may be accessed and/or disclosed in Australia, New Zealand and other countries where relevant services or products are being offered. Some jurisdictions in which these third parties are located may have greater or lesser privacy and data protections laws than those that apply in Australia.

7. Additional information for users and clients in the European Union (EU)

Doug's Dojang primarily operates in Australia. However, if you are an individual located in the European Union, additional rights may apply under the General Data Protection Regulation. These include:

- a) you may withdraw consent for Doug's Dojang to process your personal information at any time;
- b) you may request Doug's Dojang to "erase" any personal information held about you.
- c) Where Doug's Dojang have processed your personal information by automated means, you may request to receive your personal information in a structured, commonly used and machine-readable format. You may also request that, where possible, Doug's Dojang transmit such data to another third party controller.
- d) If you have any concerns about how Doug's Dojang are handling your personal information under the GDPR, you may lodge a complaint with your relevant EU supervisory authority.

By engaging with the Doug's Dojang website, you consent to the transfer of your personal information from the EU to Australia, and from Australia to other third countries, in accordance with this policy. You may also request further information in relation to the safeguards in place for any international transfers of your personal information.

8. Modifications

Doug's Dojang reserves the right to review, amend or remove parts of this Privacy Statement from time to time to reflect changes to our data collection and handling processes and/or to maintain compliance with laws applicable to small business operations. If this Privacy Statement is amended, this will be reflected in the "Effective Date" at the top of this document.

Doug's Dojang recommends that users periodically review our Privacy Statement to ensure that they are notified of any updates. Doug's Dojang also welcomes your comments and feedback.

9. Accessing your data

Clients and website users are entitled to obtain access to the personal information that Doug's Dojang holds about you. If you would like to see this information or if you believe that the information we hold is incorrect, please use the contact details provided in Section 2.

10. Copyright

Unless stated otherwise, Doug's Dojang is the copyright holder of all information and material appearing on website, in marketing materials and in business resources. No part of the website or any other materials may be copied, reproduced, adapted or transmitted in any form, by any process, or for any commercial purpose without the written consent of Doug's Dojang or as permitted by the *Copyright Act 1968* (Commonwealth).

11. Future considerations

The online landscape is continually evolving. Doug's Dojang commits to regular review of its cybersecurity, privacy and content practices in line with new technological and social developments.

12. Complaints

If you have any complaints about how Doug's Dojang processes your personal data, please use the contact methods listed in Section 2 so that the issue can be resolved promptly and wherever possible. If you feel that Doug's Dojang has not addressed your concern in a satisfactory manner, or you would like to obtain more information about privacy issues in Australia and details about how to protect your privacy, you may contact a relevant authority such as the Office of the Australian Information Commissioner.

