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**SIGN WITH ME AUSTRALIA PTY LTD – PRIVACY POLICY**

**1. Collection and use of personal information**

At all times we try to only collect the information we need for the particular function or activity we are carrying out. This includes for both internal record keeping of our members and to notify you of any events, updates or changes at Sign with Me which may impact you.

**2. Type of personal information collected**

The type of personal information we collect is limited to the details requested on our website. At no time will we request sensitive information on you such as your health, racial or ethnic origin, political opinions, association memberships, religious beliefs, sexual orientation, criminal history, genetic or biometric information.

**3. Storage and Security**

We are committed to ensuring that the information you provide is securely stored based on the guidelines and recommendations set out in the Privacy Act 1988 (Cth) which includes the misuse, interference, loss and from unauthorised access, modification or disclosure.

All personal information collected is held on our cloud storage. We retain effective control over any personal information held on our cloud, and the information is handled in accordance with the Australian Privacy Principles.

We take steps to protect the security of the personal information we hold from both internal and external threats by:

regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure of that information

taking measures to address those risks, for example, we keep a record (audit trail) of when someone has added, changed or deleted personal information held in our electronic databases and regularly check that staff only access those records when they need to

conducting regular internal and external audits to assess whether we have adequately complied with or implemented these measures.

We destroy your personal information in a secure manner when we no longer need it such as when your membership with us has been ceased.

**4. Disclosure of personal information**

Sign with me does not voluntarily disclose your personal information to third parties however we may be required to do so by law as set out in the Privacy Act 1988 (Cth).

If you make a complaint to a regulatory agency, we may be requested to disclosure your personal information to that agency for which the complaint has been made for the purpose of validating the complaint.

**5. Access to and correction of personal information**

Under the Privacy Act 1988 (Cth) you have the right to ask for access to personal information that we hold about you and ask that we correct that personal information. An administrative fee may be payable for the provision of information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Australian Privacy Act. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

You may request details of personal information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth).

If you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us by email at [signwithmeau@gmail.com](mailto:signwithmeau@gmail.com). We rely in part upon clients advising us of when their personal information changes. We will respond to any request within a reasonable time. We will endeavour to correct any information found to be inaccurate, incomplete or out of date.

**6. Cookies**

Cookies are small data files transferred onto computers or devices by websites for record-keeping purposes and to enhance functionality on the website. Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing our website.

**7. Embedded videos on our website**

We use Google’s YouTube site to host videos which are embedded on our website. Embedded videos on our website use YouTube’s Privacy Enhanced Mode. When you play an embedded video from our website, the video and associated assets will load from the domain www.youtube-nocookie.com, and other domains associated with Google’s YouTube player.

YouTube collects information about user activity including videos watched and interactions with content and ads. These analytics are made available to the OAIC, and we use this information to understand how our videos perform. You can access the privacy policy for YouTube on the Google website.

**8. Social networking services**

We use social networking services such as Instagram, Facebook and YouTube to communicate with the public about our work. When you communicate with us using these services, we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for Instagram, Facebook and YouTube (a Google company) on their websites.

**9. Complaints about breach**

If you wish to complain to us about how we have handled your personal information you should first complain to us in writing by email at [signwithmeau@gmail.com](mailto:signwithmeau@gmail.com).

If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint.

**10. Unsubscribe**

To unsubscribe from our e-mail database, or opt out of communications, please contact us via email at [signwithmeau@gmail.com](mailto:signwithmeau@gmail.com).

For any questions or notice, please contact us by filling in the form on our website [www.signwithme.com.au](http://www.signwithme.com.au)