

FUTURE ACHIEVEMENT AUSTRALIA Privacy Statement

This Privacy Statement explains in general terms how FUTURE ACHIEVEMENT AUSTRALIA protects the privacy of your personal information under the National Privacy Principles. It will apply to any personal information you provide to us:

- when providing us information as part of a general enquiry,
- when becoming a subscriber of our monthly FUTURE ACHIEVEMENT AUSTRALIA eNews,
- when registering for our services, workshop programs, residential programs and coaching services,
- and any other agreement or arrangement with FUTURE ACHIEVEMENT AUSTRALIA

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, facsimile 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 accommodation 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, fax or email), visit our web sites 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 any consulting services, development or coaching agreements;
- to register your interest in FUTURE ACHIEVEMENT AUSTRALIA products, services and events;
- to register for FUTURE ACHIEVEMENT AUSTRALIA eNews called Passages

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. FUTURE ACHIEVEMENT AUSTRALIA engage 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 National 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 wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We will respond to your query or complaint as soon as possible.

Changes to This Privacy Statement

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on our website www.futureachievementaustralia.com.au where the most current privacy statement is available.

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