

Privacy Policy

Faye Lynch is committed to providing quality services to you this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone numbers.

This Personal Information is obtained in many ways including interviews correspondence, by telephone, email, my website, www.fayelactation.com from other publicly available sources and from third parties.

I collect your Personal Information for the primary purpose of providing information and my services to you, providing information to my clients and marketing. I may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When I collect Personal Information I will, where appropriate and where possible, explain to you why I am collecting the information and how I plan to use it.

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

Where reasonable and practicable to do so, I will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to me by the third party.

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

You may access the Personal Information I hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me in writing.

Faye Lynch will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

It is an important to me that your Personal Information is up to date. I will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so I can update my records and ensure I can continue to provide quality services to you.

On the occasion that my database requires upgrading by an outside person, your confidentiality will be guaranteed.

This Policy may change from time to time and is available on my website.

If you have any queries or complaints about our Privacy Policy please contact me at:

Faye Lynch,

fayelactation@gmail.com

0401359152