

Soul journey with Diane Privacy Policy 2024

This document governs the privacy policy of our website and social media pages.

Soul journey with Diane respect and protect the privacy of our users. This privacy policy tells you how we collect and use information.

Company – Soul Journey with Diane
Website – <https://souljourneywithdiane.com.au>
Privacy Officer – Diane Collett

When you see a plural or a plural possessive pronoun, such as “We” and “Our,” that refers to the Company.

Personal Identifiable Information (PII)

You provide personal information to us so that we can provide goods and services to you - if you do not provide sufficient information we may not be able to provide same

If you buy products or services from us we may collect your name, email address, physical address, name of business, credit card information(through 3rd party), phone number & other information listed, which may vary from time to time.

Website

Our website may use online forms. The information you enter into these online forms may contain your personal details.

When you fill out our contact form, or make a purchase, we create a profile for you so we can identify you. If you purchase a digital product, then we use your information to provide you with access to your purchase.

Our website may use cookies which can be used to collect personal information.

We use Google analytics and they have own privacy policy - it collects information about where you come from and how long you stay. We only use this information to improve our site.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.

Social media

We interface with social media sites such as Facebook, Instagram and others. If you choose to “like” or “share” information from this website through these services, you should review the privacy policy of that service as you are responsible and that we bear no liability for the privacy of that information.. If you

are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information

Newsletters

By subscribing to our Newsletter via the website you agree to us storing contact details so that we can send you newsletters. We use MailChimp which provides online platforms that can be used to create, send, and manage emails. In providing this service, MailChimp may collect personal information, such as distribution lists which contain email addresses that Members have sent, or intend to send, emails to, and all information relating to those email addresses. For further information about the type of personal information MailChimp collects, please refer to their Privacy Policy

There will be an Unsubscribe link in all newsletters – clicking this link and following any prompts will ensure that your contact information will be removed from our list of subscribers and you will no longer be sent any newsletters.

What do we do with your information?

We do use your information to provide goods and services to you as requested.

When we communicate with you we will use the email entered on our website or on you application form you have supplied to purchase one of our courses or meditations. You can change your contact preferences at any time by sending an email to info@souljourneywithdiane.com.au

We do not sell, rent, or otherwise provide your PII to third parties for marketing purposes.

We may be legally required to disclose your PII if such disclosure is (a) required by subpoena, law, or other legal process (b) necessary to assist law enforcement officials or government enforcement agencies (c) necessary to investigate violations of or otherwise enforce our legal terms (d) necessary to protect us from legal action or claims from third parties, including you and or other users or members; or (e) necessary to protect the legal rights personal/real property or personal safety of our association, members, employee, volunteers and affiliates.

We retain information that we collect from you only for as long as we need it for legal business or tax purposes. Your information may be retained in electronic form, paper form or a combination of both. When your information is no longer needed, we will destroy, delete or erase it.

Third Party Information

Our website may contain links to other websites. These websites are not under our

control and are not subject to our privacy policy. These websites will likely have their own privacy policies we have no responsibility for these websites and we provide links to these websites solely for your convenience.

You acknowledge that your use and access to linked websites are solely at your own risk. It is your responsibility to check the privacy policies of these websites to see how they treat your PII.

3rd party used by Soul journey with Diane : Please check their privacy policy as we have no control over these services-

Credit card information: Stripe and Pay Pal

Newsletters: MailChimp

Courses portal: Membervault

Video's : Vimeo , YouTube

Storage: Dropbox and google drive

Credit Card Information

You may have to provide credit card information to buy products or services from our website. We use a third party billing services like PayPal/Stripe and have no control over these services. You understand and agree that we are in no way responsible for any misuse of your credit card number.

When you make a purchase on the Website, your financial information is transmitted to a third party payment processor. The payment processor has their own privacy policy, which you should read before making payments.

We use reputable payment processors who adhere to the standards set by the Payment Card Industry Security Standards Council.

Our payment processors are:

Stripe or Paypal

Stripe or Paypal may retain your information for their company's purposes. Review their privacy policy for more information.

We keep your Profile Information as long as necessary for the purposes outlined in this Privacy Policy.

We do not retain any credit card information on file.

We keep your Contact Information only as long as necessary for the purposes outlined in this Privacy Policy. We retain Contact Information as required by law, if applicable. We retain Contact Information necessary to enforce legal agreements and resolve disputes.

We do not keep your financial information. The financial information you provide is processed via Stripe or Paypal.

Notifiable Data Breaches

Due to The Privacy Amendment (Notifiable Data Breaches) Act 2017 it is mandatory for the Soul journey with Diane to report certain data breaches related to lost or stolen client information. In such cases we are obligated to notify affected individuals AND the Australian Information Commissioner of certain data breaches involving personal information.

Securing Your Information

We make best efforts to ensure the security of your information using industry standards and reasonable methods. We rely on reputable and reliable third-party vendors to collect basic information

Terms & Conditions

We reserve the right to change this Privacy Policy at anytime –. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1 July 2024.

Links to other sites

Our Website may contain links to other websites that we don't control. Visiting those sites subjects you to their privacy policies. We are not responsible for how those websites handle your information. You assume full responsibility for the consequences of clicking on the links or visiting the websites.

Contact Us

We have a designated Privacy Officer. If you need to request copies of your personal information, or have questions about this policy and our privacy practices, contact:

Privacy Officer:

Diane Collett

info@souljourneywithdiane.com.au

Questions

If you have any questions about our privacy policy please email us at info@souljourneywithdiane.com.au

Your California Rights

The [California Consumer Privacy Act](#) (CCPA) is a law that protects consumers residing in California. The policy in this section applies only to California residents.

The CCPA gives you

- The [right to know](#) about the personal information a business collects about you and how it is used and shared;
- The [right to delete](#) personal information collected from you (with some exceptions);
- The [right to opt-out](#) of the sale or sharing of you personal information; and
- The [right to non-discrimination](#) for exercising your CCPA rights.
- The [right to correct](#) inaccurate personal information that a business has about You; and

- The [right to limit](#) the use and disclosure of sensitive personal information collected about you

To exercise your CCPA rights, contact the Privacy Officer. Your identity will need to be verified before we release, alter, or delete your personal information. Since anonymized data about you can't be identified, we won't be able to delete that information.

You can ask us for details about the information we have collected about you. Email the Privacy Officer to ask for a privacy report.

We operate exclusively online. Email the Privacy Officer to delete your personal information.

We do not sell or share your personal information.

We won't deny you service or access to our Website just because you live in California or exercise your rights under the CCPA. However, if you don't provide us with the personal information or payment information necessary to complete a sale, we won't be able to complete the transaction.

If you think we have inaccurate or incomplete information about who you are, please contact the Privacy Officer.

We don't collect sensitive personal information like your social security number, financial account information, precise geolocation data, or genetic data. If you choose to work with us one on one, we may need your sensitive personal information to complete our services. If we do, we don't use it for any other purpose.

You can learn more about your privacy rights as a California resident by visiting <https://cppa.ca.gov/>

Your European Union Rights

The General Data Protection Regulation (GDPR) is a law that governs information and privacy rights for people within the European Union. The policy in this section only applies to European Union residents.

We will retain any information you choose to provide to us until the earlier of: (a) you asking us to delete the information, (b) our decision to cease using our existing data providers, or (c) the Company decides that the value in retaining the data is outweighed by the costs of retaining it.

You have the right to request access to your data that the Company stores and the rights to either rectify or erase your personal data. You have the right to seek restrictions on the processing of your data. You have the right to object to the processing of your data and the right to the portability of your data. To the extent that you provided consent to the Company's processing of your personal data, you have the right to withdraw that consent at any time, without affecting the lawfulness of processing based upon consent that occurred prior to your withdrawal of consent. You have the right to lodge a complaint with a supervisory authority that has jurisdiction over issues related to the General Data Protection Regulation.

We require only the information that is reasonably required to enter into a contract with you. We will not require you to provide consent for any unnecessary processing as a condition of entering into a contract with us.