
Creativity Hood Privacy Policy

Last updated: 26th February 2025

Introduction

Creativity Hood is committed to protecting and respecting your privacy in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This policy explains how and why we collect personal information, how we use it, the conditions under which we may disclose it, and how we keep it secure.

By using our website and services, you agree to the terms of this policy.

If you have any questions about this policy or our data practices, please contact us at:

 **Email:** kellie@creativityhood.com

 **Address:** Creativity Hood, QLD, Australia

How We Collect Your Information

We collect information when you:

- **Enrol** in a Creativity Hood class, workshop, or event
- **Make an enquiry** via our website, email, or phone
- **Subscribe** to our newsletter or marketing communications
- **Provide feedback** on our services
- **Apply for a job** with us

What Information We Collect

The personal information we collect may include:

- **Your name, email, phone number, and address**
- **Your child's name and date of birth** (if enrolling in our programmes)
- **Billing information** (processed securely via third-party payment providers)

- **IP address and browsing activity** (for website analytics and security)

We do not store credit/debit card details, as payments are processed by secure third-party providers.

How We Use Your Information

We use your information to:

- Process enrolments and payments
- Communicate updates regarding classes, events, or changes to our services
- Send marketing emails if you have opted in (you can unsubscribe anytime)
- Improve our services based on your feedback
- Comply with legal obligations

We **do not sell** or rent your information to third parties.

Your Choices & Marketing Communications

You can choose whether to receive marketing communications from us. If you opt in but later change your mind, you can:

- **Click "unsubscribe"** in any marketing email
- **Email us** at kellie@creativityhood.com to update your preferences

We will only contact you for marketing if you have given prior consent.

Your Privacy Rights

Under Australian privacy laws, you have the right to:

Access & Correction

- Request a copy of the personal data we hold about you
- Correct inaccurate or outdated information

Erasure (Right to Be Forgotten)

You can request that we delete your personal data if:

- It is no longer needed for the purposes collected
- You withdraw your consent
- It was unlawfully processed

However, some data may be retained where required by law (e.g. tax records).

Restrict Processing

You can request to restrict how we use your data in certain circumstances.

Object to Processing

You can object to:

- Direct marketing
- Automated decision-making (if applicable)

Data Portability

If applicable, you may request a digital copy of your data.

To exercise any of these rights, email us at kellie@creativityhood.com

Who Has Access to Your Information?

We **do not** share your information with third parties for marketing. However, we may share data with:

- **Third-party service providers** (e.g. website hosting, payment processing, email services)
- **Legal authorities**, if required by law
- **Business partners**, where relevant to your enrolment or service request

We ensure third parties comply with strict privacy and security standards.

Data Security

We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, and disclosure.

- **Secure online payments:** Processed via encrypted third-party gateways
- **Password protection:** If you create an account, you are responsible for keeping your password secure
- **Limited access:** Only authorised staff can access personal data

However, no online system is 100% secure, so we encourage users to take precautions when sharing personal information online.

Children's Privacy (Under 16s)

We prioritise protecting the privacy of children. If you are under 16, please ensure you have **parental/guardian consent** before providing personal data.

International Data Transfers

While we primarily store data in Australia, some third-party providers may process information overseas (e.g. cloud storage providers). We ensure all transfers comply with Australian privacy laws.

Cookies & Website Tracking

Our website may use cookies to enhance user experience and analyse website traffic. You can manage cookie preferences via your browser settings.

Links to Third-Party Websites

Our website may contain links to external sites. We are **not responsible** for their privacy policies and recommend reviewing them before providing personal information.

Policy Updates

We may update this policy from time to time. Any changes will be posted on our website.

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For questions or concerns, contact us at kellie@creativityhood.com

Summary of Key Points:

- ✓ **We collect data** only when necessary (e.g. enrolments, enquiries)
- ✓ **We do not sell** or rent your data
- ✓ **You can opt-out** of marketing anytime
- ✓ **You have rights** to access, correct, or delete your data
- ✓ **We prioritise security** and compliance with Australian laws