



Privacy Policy

Collection of Personal Information

We are committed to the protection of personal information. We understand that visitors and users of this website are concerned about their privacy, and the confidentiality and security of any information that is provided. Some information is automatically collected whenever anybody accesses this website. Additional information may be voluntarily supplied through on-line forms and e-mail for specific service delivery purposes.

We will only use such information collected for the purpose for which it was supplied and such information will not be disclosed to any third party unless required by law. When you visit this website our internet Service Provider's standard web logs record anonymous information for statistical purposes only, including: date and time of your visit to the site, pages you accessed, type of browser you are using, referring site and internet address of the server accessing our site.

Cookies

Cookies are small data files that get sent to your computer when you visit a website. Cookies are used to keep track of returning visitors to the website, and allow the team at the Social Studio or Suncoast Wellbeing Pty Ltd to personalise your shopping experience. We also require this functionality in order to keep the shopping basket working correctly, and improve fraud prevention. The cookies do not involve any sensitive information (e.g. name, or address), instead containing store-specific details (e.g. cart items, and website visits). If your internet browser is set to refuse cookies, you may miss out on personalised recommendations, or have difficulty storing items in the cart. In order to get the best shopping experience from the Social Studio we strongly encourage you to set your web browser to allow cookies.

Advertising & Tracking

We also utilise third-party services such as Google Analytics, Google AdWords and Facebook to collect information on your experience on the website. We utilise this data to measure the effectiveness of advertising and deliver a tailored experience. You can find more information on Google's usage of cookie data available at <http://www.google.com/policies/technologies/ads/>. If you would like to opt-out of Interest-Based Advertising, you can visit the Network Advertising Initiative www.networkadvertising.org/choices/.

For the respective privacy policies from Google and Facebook and information on their usage of cookies please visit <https://privacy.google.com/businesses/compliance/> and <https://www.facebook.com/about/privacy/update>

Security

The Social Studio website does not provide facilities for securely transmitting information across the internet however our Booking Management System, MindBody, is a fully secure site. We take reasonable steps to ensure the security of all information that we collect, however no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure. These activities are undertaken at your risk.

Changes to this Privacy Statement

This privacy policy may change from time to time particularly as new rules, regulations and industry codes are introduced.

Contact

If you have any queries about our privacy and security practices, please use the contact details found on this website. Copyright Materials published on the internet are protected by copyright law. Apart from fair dealing for the purposes of private study, research, criticism or review, as permitted under the Copyright Act 1968, no part may be reproduced or reused for any commercial purposes whatsoever.

Data Protection Law

Effective Date: 25 May 2018

This policy explains how we comply with laws and regulations in our respective countries and the EU Data Protection Directive 95/46/EC, and from 25 May 2018 the General Data Protection Regulation (GDPR) and the Privacy & Electronic Communications Regulations 2003 (“the PECR”) relating to electronic communications (jointly and severally, “the Law”).

Data Controllers and Data Processors

If you provide personal data directly to the Social Studio, we are the Data Controller responsible to comply with the legal obligations under GDPR.

Scope of The Policy

Social Studio takes your privacy very seriously and this Policy has been adopted as it recognises the right of people to keep their personal information private.

By providing Personal Data, including by use of this website, you agree to allow us to contact you, including by mail, email, telephone, messenger or SMS text message, in connection with our company purposes:

- a. for our legitimate interests, in accordance with current data protection regulations; or
- b. on the basis of the consents you have given.

Modifying Your Preferences

If at any point you would like to change your preferences and:

1. you do not wish to receive further communications from the Social Studio; OR
2. you wish to change the way you receive any communication

follow the procedure under Your Rights below.

If you disagree with any part of this policy, please do not provide Personal Data to us and do not use the website.

How Personal Information Is Collected

Personal Data is collected each time you are in contact with us, for example, when you:

- a. visit the website
- b. contact and make an enquiry with the Social Studio
- c. provide your contact details, in writing or orally, to the Social Studio and it's staff;
- d. purchase goods or services from the Social Studio, through the website, or directly from physical premises and when you provide credit or debit card details;
- e. participate in other Social Studio activities e.g. Groups, Competitions and Games;
- f. contact us by means such as email, text, letter, telephone;
- g. have face to face meetings with staff;
- h. access social media platforms such as Facebook, Messenger Chat, YouTube, WhatsApp, Twitter, Instagram;
- i. register with the Social Studio and grant Social Studio permission with access to your personal data and give consent to be contacted by the Social Studio.

Types of Information Collected

Personal Information

The types of personal information collected by us include:

- personal details such as your title and name;
- contact details such as postal address, post code, email, mobile and telephone numbers;
- when relevant to our mission, demographic information such as marital status, nationality, education, employment/qualifications and family details;
- financial information such as your bank details;
- records of your contact with us;
- photographs provided by you or taken by the Social Studio;
- visits to the website to enable the Social Studio to improve its effectiveness and better promote our services and events.

How Long We Retain Your Information

We will only keep your personal information for as long as it is required and in accordance with the Law and other legal requirements.

If you have indicated that you no longer wish to hear from us, we will keep the minimum information necessary to ensure that no future contact is made.

However, even after you modify your communication preferences, we may retain copies of information about you for a period of time that is consistent with applicable law, applicable statute of limitations or as we believe is reasonably necessary to comply with applicable law, regulation, or legal process.

Where we hold Sensitive Category Personal Information, unless we have evidence of your regular contact with us or we are required by law to retain, the sensitive information will be deleted after a period of two (2) years.

Cookies

We use various technologies to collect information when you access or use the Social Studio.com.au, including placing a piece of data, commonly referred to as a “cookie” on your device. Cookies are small data files that are stored on your hard drive or in your device memory when you visit a website or view a message. By using the Social Studio.com.au, you permit us to collect and use your information from activity on devices you use in accordance with this Privacy Notice. For more information and to learn how to block or delete cookies used on the Social Studio.com.au

Your Rights

Personal Information

Where you have provided your consent to us processing your personal data, you may withdraw this consent at any time. In addition, the Law gives you the right, under certain circumstances:

- to request in writing and securely obtain copies of the personal information we hold about you;
- to correct or update your personal information held by us;
- to request us to stop using your personal information for marketing purposes or for any other purpose where there is no legal requirement for continued processing;
- to object to profiling activities based on our legitimate interest;
- to request to have all personal data deleted. To exercise any of these rights please contact claire@socialstudio.com.au

Please tell the Social Studio as soon as any of your contact details change so that records can be kept up to date.

We will take reasonable steps to correct any of your information, which is inaccurate, incomplete or out of date.

If you wish to have your personal information deleted, please contact the Social Studio and wherever practicable that information will be deleted.

A request to access, amend or delete your personal information may be refused in certain circumstances. If refused, you will be provided with a reason for the decision and, in the case of amendment, will note with your personal information that its accuracy is disputed.

Marketing Communications

The Privacy and Electronic Communications Regulations (PECR) gives you the right:

- * to choose whether or not to receive marketing communication from us by email, text or telephone;

You can change the way you are contacted, or the kind of material sent to you, at any time by contacting us by mail or e-mail using any contact method listed on our website.

Email Subscription

All our marketing emails contain a link to unsubscribe. You will not receive marketing emails from us again if you choose to unsubscribe. In order to make our emails more relevant and useful to you, our servers may receive a confirmation when you open email from us.

Being Included In and Removed From our Marketing Emails, including Newsletters

You will be included in our email mailing list (which include special offers, competitions, new product arrival alerts and other communications related to our services or the products we offer) if you subscribe to our newsletters or if you make a purchase from us or if you have requested that we notify you of an items expected arrival and we expect to receive other items that are similar or complementary. You will not be included in any of our mailing lists if you communicate with us for any other reasons. Every marketing email we send has an unsubscribe option, which will always be clear and easy to locate, and will also include your email address that is subscribed.

You may unsubscribe from any mailing list whenever you wish and you will be immediately removed as per your request. You also have the option of emailing claire@socialstudio.com.au and a member of our Customer Service Team will unsubscribe you if you provide them with the email address that is subscribed.

Blog

If you use the blog application on this Website, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. Social Studio is not responsible for the personally identifiable information you choose to submit in these forums. To request removal of your personal information from our blog or community forum, contact us at claire@socialstudio.com.au In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Links to Other Sites

This website contains links to other sites that are not owned or controlled by the Social Studio. Please be aware that we are not responsible for the privacy practices of such other sites.

We encourage you to be aware when you leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information.

Links and Social Media

This website may also include links to other websites or may provide social media buttons, permitting sharing web content directly to a social media platform, such as Facebook, Messenger Chat, Twitter, WhatsApp, Instagram and YouTube.

We do not endorse social media website(s) and have no responsibility for the content unless posted by or approved by us nor are we responsible for the cookies such websites may contain.

Use of such buttons or links is at your own risk and you must verify authenticity of sites before posting or providing personal information on such sites.

We do not ask for passwords or personal details on social media.

Websites such as Vimeo and YouTube are used to embed videos on the website and service providers such as ManyChat and Google Analytics may send their own cookies via this site. Please look at the cookie and privacy policies on these third-party sites if you want more information about this.

Personal Information That This Website May Collect Online

In order to make a purchase on the Social Studio or to create a Social Studio account online, the Social Studio collects personal contact information online such as names, postal and e-mail addresses, phone numbers and personal billing/financial information such as credit card information and billing address. Social Studio may also collect business information from sole proprietorships that apply for membership and for program participation, some of which could constitute personal information, as well as personal information from individuals acting solely in their business capacity.

Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer desire our service, you may request that your web site account be deactivated by emailing our Customer Service team at claire@socialstudio.com.au or by contacting us by telephone or postal mail at the contact information listed on our site

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services contact us at claire@socialstudio.com.au. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

How Social Studio Uses Personal Information Collected Online

We will use your personal information only for the purposes of processing your order and to communicate effectively with you. This communication includes but is not limited to; emailing you tax invoices, dispatch and tracking information, returns and exchange authorisations, etc. As a condition of sale we reserve the right to email you special offer promotions that we believe will be of interest to you. You may, once you have placed your order, advise us that you are not interested in these offers and we will consequently not send these to you. To do this please send this request to claire@socialstudio.com.au In any event, you may, at any time, unsubscribe from any

special offer promotions we send you, and your unsubscribe request will be actioned immediately. Our research may lead to the publication of aggregate demographical data but will not result in the reporting or publication of any personal information provided to us.

How Your Information May Be Shared

We will never sell or rent your personal information except as described in this privacy policy. Social Studio may release personal information under the following circumstances:

- Where release is required by law (for example, a warrant, court order or subpoena) or regulation or is requested by a government agency;
- Where our records indicate a company or an individual may be engaged in fraudulent activity or other deceptive practices that a governmental agency should be made aware of;
- To appropriate persons, where your communication suggests possible harm to others;
- If Social Studio is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

Computer Tracking and Cookies

This website is not set up to track, collect or distribute personal information not entered by visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

Third Party Tracking

We use third-party tracking services that use web beacons to track non-personally identifiable information about visitors to our site in the aggregate. The use of web beacons by our web analytics service providers are used to help us better manage content on our site by informing us what content is effective. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personally identifiable information.

We use clear gifs in our HTML-based emails to let us know which emails have been opened by recipients. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns.

Changes to our Terms and Conditions of Use and Notices

If we decide to change our privacy policy, we will post those changes to this privacy statement and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here and via a prominent notice on our homepage prior to the changes taking effect.