



Kalm Kids Privacy Policy

URL: <https://kalmkids.com.au/>

PRIOR TO THE USING OR ACCESSING ANY OF KALM KIDS' SERVICES, OR USING OUR WEBSITE, ONLINE PLATFORMS OR OTHER COMMUNICATION CHANNELS, PLEASE READ THIS PRIVACY POLICY CAREFULLY.

KALM KIDS AND YOUR PRIVACY

This Policy represents how KalmKids Pty Ltd (**Kalm Kids**) manages your personal information in accordance with the *Privacy Act 1988* (Cth) (the **Privacy Act**). Our Privacy Policy seeks to safeguard the privacy of your personal information in accordance with the Australian Privacy Principles (the **APP's**) contained within the Privacy Act.

In addition to this Privacy Policy, we may also have specific and additional privacy provisions that apply to certain activities and promotions. In the event of any inconsistency between the provisions of this Privacy Policy and those other specific and additional provisions, the specific and additional provisions provided to you will apply.

Please note that if at any time Kalm Kids is required by law to release information about you, you must cooperate fully.

This Privacy Policy may be amended from time to time and may be revised. This Privacy Policy represents the latest version of the Kalm Kids Privacy Policy.

1. YOUR PERSONAL INFORMATION

Kalm Kids recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that trust seriously.

Unless you give us explicit consent to act otherwise, the following policy will govern how Kalm Kids handles your personal information and safeguards your privacy. By requesting Kalm Kids to provide you with its services, you consent to Kalm Kids using your personal information as set out in this Privacy Policy.

1.1 What does “personal information” mean?

Personal information is any information about you that identifies you or by which your identity may be reasonably determined. By collecting this personal information, we are able to:

- contact you when and where necessary;
- ensure that you attain the best possible service; and
- identify you and protect you from any unauthorised access to your personal information.

Some provision of personal information is optional. If you choose not to provide personal information to us, we may not be able to provide you with our services.

1.2 Types of Personal Information Collected

We collect your personal information in the following ways:

- directly from you in person or over the phone;
- through engagement forms; or
- by email, through our website, social media and other online or digital services (**Digital Services**).

We collect your information to provide our services to you at your request and to ensure that you receive the best possible services from us.

Some of the types of information which Kalm Kids gathers include:

(a) Information that you give us:

Information that you provide to us is received and stored by Kalm Kids. We may utilise the information you provide, such as your name, date of birth, residential address, email address, telephone numbers and financial information (including credit and debit card details, or bank details) to communicate with you and to provide you with our services.

(b) Automatic information:

Kalm Kids may record anonymous information which tell us about visitors to our website but not the identity of those visitors. For example, we may collect information about the date, time and duration of those visits and which pages of our website are being commonly accessed through click stream data and web beacons. We may also use “cookies”, that are small pieces of information that allow an organisation to track websites browsed by you. You may be able to adjust your browser to disable cookies. However, if you do disable cookies, you may not be able to interact with our website or take advantage of the improved functionality that cookies enable.

(c) Digital Services communications:

We receive personal information from you when you provide your contact details and email address when you interact with or contact Kalm Kids.

(d) Information relating to your engagement of us:

Information that you provide to us for the purposes of engaging us to provide our services to you, which includes information to access your website or social media accounts such as source codes, user names and passwords as well as your financial information.

Any other information that you send or provide to Kalm Kids.

1.3 How Kalm Kids Collects and Holds Personal Information

We collect your personal information in the following ways:

- directly from you in person or over the phone;
- through engagement forms; or
- through digital services.

As a general rule, we do not collect sensitive information. Sensitive information is a type of personal information and can include, but is not limited to, information about an individual's health, opinions and beliefs. If we do collect sensitive information, it will usually be for the purposes of providing our services or ensuring the safety of our clients and we will seek your consent to collect it.

1.4 Why does Kalm Kids Collect and Hold Personal Information?

Kalm Kids collects and holds personal information about you in order to provide our services to you. Personal information is used only for the purpose for which it is submitted or for such other secondary purposes that are related to that purpose, unless we disclose other uses in this Privacy Policy or at the time of collection.

We collect your personal information for purposes including:

- (a) Providing you with updates on news and upcoming promotions;
- (b) Updating you in relation to product or services that have or could be provided to you;
- (c) Administering the websites,
- (d) Enabling your access to use the website;
- (e) Improving the quality of services provided to you; and
- (f) Send to you marketing communications.

We may use personally identifiable information in a summative form to improve our services and make them more responsive to the needs of our customers. This statistical compilation and analysis of information may also be used by us or provided to others as a summary report for marketing, advertising or research purposes.

We will not sell, transfer, assign or rent your personal information.

We will not otherwise disclose your personal information to other companies without your consent.

Personal information is also collected to ensure that the products or services that have been sought from Kalm Kids are effectively and efficiently delivered to you.

We may also use the information collected to provide you with information that has been requested by you personally.

2. WHO WOULD KALM KIDS DISCLOSE YOUR PERSONAL INFORMATION TO?

Kalm Kids will need to disclose your personal information, where you have consented to us doing so, in providing you with our services or where disclosure is necessary to achieve the purpose for which it was submitted.

We may need to disclose or transfer your personal information if Kalm Kids is acquired or merged with another entity.

Kalm Kids will, at all times, attempt to ensure that we do not disclose your personal information to a third party where consent for such disclosure has not been given. In all cases where we may be required to disclose information we will attempt to obtain your direct consent for such disclosure.

Please note that if at any time Kalm Kids is required by law to release information about you, you must cooperate fully. We may also disclose your information in order to investigate, halt or take action regarding illegal activities. We may also disclose information if it is necessary to exercise, establish or defend our legal rights

3. DIRECT MARKETING

Kalm Kids may from time to time use your personal information, such as your email address or contact details, to provide you with information about other services that we offer.

If at any time you do not wish to receive any information about these services, please feel free to contact us by email and we will not send you any further material.

4. YOUR PERSONAL INFORMATION AND OVERSEAS DISCLOSURE

Kalm Kids aims to keep your personal information secure. Any personal information that is collected by Kalm Kids or which is held on Kalm Kids' IT System is protected by reasonable safeguards which may include firewalls and encryption.

You acknowledge that servers and other data storage facilities may be held in countries abroad and you agree to cross border transfers of personal information.

If Kalm Kids finds that it no longer requires your personal information, it may remove it from its IT Systems or its physical records and destroy it.

5. HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION AND/OR SEEK CORRECTION?

If you provided your personal information through a digital service, you can update your personal information through that digital service and submit the corrected or updated information. Alternatively, you can contact Kalm Kids and request that we update the personal information we hold about you.

6. HOW CAN YOU COMPLAIN ABOUT A BREACH OF THE APP'S PRIVACY POLICY

Kalm Kids is responsible for protecting the personal information that it holds about you in accordance with this privacy policy. If you have any queries you should contact Kalm Kids directly.

If you would like to access the personal information that Kalm Kids holds about you, have a complaint or would like further information about this privacy policy, you should contact Kalm Kids.

Kalm Kids will investigate your queries and complaints within a reasonable period of time and will notify you of the outcome of our investigation.