

Privacy Policy

This web site is owned and operated by Clip 'n Climb Berwick Pty Ltd and will be referred to as "We", "our" and "us" in this Internet Privacy Policy. By using this site, you agree to the Internet Privacy Policy of this web site ("the web site"), which is set out on this web site page. The Internet Privacy Policy relates to the collection and use of personal information you may supply to us through your conduct on the web site.

We reserve the right, at our discretion, to modify or remove portions of this Internet Privacy Policy at any time. This Internet Privacy Policy is in addition to any other terms and conditions applicable to the web site. We do not make any representations about third party web sites that may be linked to the web site.

We recognise the importance of protecting the privacy of information collected about visitors to our web site, in particular information that is capable of identifying an individual ("personal information"). This Internet Privacy Policy governs the manner in which your personal information, obtained through the web site, will be dealt with. This Internet Privacy Policy should be reviewed periodically so that you are updated on any changes. We welcome your comments and feedback.

Personal Information

1. Personal information about visitors to our site is collected only when knowingly and voluntarily submitted. For example, we may need to collect such information to provide you with further services or to answer or forward any requests or enquiries. It is our intention that this policy will protect your personal information from being dealt with in any way that is inconsistent with applicable privacy laws in Australia.

Use of Information

2. Personal information that visitors submit to our site is used only for the purpose for which it is submitted or for such other secondary purposes that are related to the primary purpose, unless we disclose other uses in this Internet Privacy Policy or at the time of collection. Copies of correspondence sent from the web site, that may contain personal information, are stored as archives for record-keeping and back-up purposes only.

Collecting Information on Registered Members

3. As part of registering with us, we collect personal information about you in order for you to take full advantage of our services. To do this it may be necessary for you to provide additional information to us as detailed below.
4. *Registration*
Registration is completely optional. Registration may include submitting your name, email address, address, telephone numbers, option on receiving updates and promotional material and other information. You may access this information at any time by logging in and going to your account.

Credit Card Details

5. Credit Card details are only stored for the processing of payment and will be deleted once payment is processed.

Disclosure

6. Apart from where you have consented or disclosure is necessary to achieve the purpose for which it was submitted, personal information may be disclosed in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities. Also, we may disclose personal information when we believe in good faith that the law requires disclosure.
7. We may engage third parties to provide you with goods or services on our behalf. In that circumstance, we may disclose your personal information to those third parties in order to meet your request for goods or services.

Security

8. We strive to ensure the security, integrity and privacy of personal information submitted to our sites, and we review and update our security measures in light of current technologies. Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure.
9. However, we will endeavour to take all reasonable steps to protect the personal information you may transmit to us or from our online products and services. Once we do receive your transmission, we will also make our best efforts to ensure its security on our systems.
10. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

Collecting Information from Users

11. *IP Addresses*

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

12. *Cookies and Applets*

We use cookies to provide you with a better experience. These cookies allow us to increase your security by storing your session ID and are a way of monitoring single user access.

This aggregate, non-personal information is collated and provided to us to assist in analysing the usage of the site.

Access to Information

13. We will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.
14. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us.

Links to Other Sites

15. We provide links to Web sites outside of our web sites, as well as to third party Web sites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that Web site and its privacy statement.

MindClimb Programme

16. If your child takes part in our MindClimb programme, we collect and hold additional information about your child in a separate, in-house system we call the MindClimb Portal. This information is entered by our instructors and therapists on your child's behalf. Your child does not use, log into, or otherwise interact with this system directly
17. *What we collect*
For each session your child attends, we record information such as the date and the instructor involved, the attracted, wall or activity used, height reached, the level of support your child needed, and instructor observations about behaviour, and communication with staff and peers. Because this information relates to your child's behaviour and disability-related support needs, we treat it as sensitive/health information and take additional care in how it is collected, stored and accessed.
18. *How it is stored and who can access it*
MindClimb records are stored using Google Cloud Platform infrastructure (Google Cloud SQL and Google App Engine), together with related in-house service used only to generate PDF session reports. Access to the MindClimb Portal is limited to pre-approved programme staff and administrator accounts, authenticated via Google Sign-In. Staff access is restricted to our Clip 'n Climb Berwick premises. Administrator accounts, which are held by a small number of people responsible for managing and maintaining the system, may access it from any location; this role is separate from being an on-site instructor. The portal has no public sign-up and is not accessible to anyone outside our programme staff. We do not use MindClimb information for marketing, advertising or any purpose unrelated to running the programme.
19. *How long we keep it*
We retain MindClimb session and progress records for as long as needed to support your child's ongoing participation in the programme and for our record-keeping purposes. If you would like to request access to, correction of, or deletion of your child's MindClimb records, please contact us using the details in this Policy.

Cliniko

20. If your child takes part in our MindClimb programme, some client and therapy-related records are also managed using Cliniko, a third-party clinical practice management platform that Cliniko Pty Ltd independently owns and operates. Where we use Cliniko in connection with your child's participation in our programmes, information held in Cliniko is subject to Cliniko's own hosting, security and privacy practices, in addition to this Policy. Please refer to Cliniko's own privacy policy on their website for details of how they handle information.

Problems or Questions

21. If we become aware of any ongoing concerns or problems with our web sites, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us.
22. For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's web site; <http://www.privacy.gov.au/>.

This Privacy Policy has been specifically drafted for and provided to Clip 'n Climb Berwick Pty Ltd by LawLive Pty Ltd (www.lawlive.com.au).