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# Dr Niikee Energy Medicine

## Privacy Policy

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### Introduction

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This is the Privacy Policy of Niikee Schoendorfer, trading as 'Dr Niikee Energy Medicine' and the 'School for Metaphysical Practice' (ABN: 83 115 779 199). If you have any questions or need further information, please reach out to our team: [sunshine@drniikee.com](mailto:sunshine@drniikee.com).

We are committed to protecting your privacy, whether you are a contact, customer, supplier, contractor or employee of ours.

This document describes how we collect and manage your personal and sensitive information when you interact with our business. We undertake this responsibility with integrity. If you have any questions or concerns about how your personal or sensitive information is being handled, please do not hesitate to contact us.

We comply with the Australian Privacy Principles set out in the *Privacy Act* 1988 (Cth) (Privacy Act).

### Personal Information

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If you engage with us via this website or choose to become our client, we may ask to collect the following kinds of personal information from you, including your name, email address and phone number.

We may collect and use your personal information to:

- respond to your enquiries
- provide you with our products or services at your request
- share the latest revelations and developments relevant to our work, and
- let you know about our expertise and products or services that may interest you.

If you do not provide us with the information we need, it will impact our ability to provide you with the services that you request.

### Collection of Personal Information

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We may collect your personal information by various means, including when:

- you contact us with a question, comment or inquiry

- you subscribe to our newsletter
- you attend a webinar, seminar or event where we are hosting or presenting
- you correspond with us on a social media platform such as Facebook, LinkedIn, Instagram or similar sites
- you opt in to receive a free resource from us
- you book a consultation or purchase a product or service from us
- you share general information relating to your business or personal life
- you provide us with a testimonial
- we search your website or social media in preparation for working with you
- our website automatically collects information about you and your activities on our site, or
- a third party supplies information to us, such as when we receive a referral.

We try to only collect personal information directly from you. If we do receive personal information about you from someone else in a way not covered by this Privacy Policy, we will destroy or de-identify that information as soon as possible.

We will only collect your information:

- with your full awareness and consent, such as when you email us, tick a checkbox or fill in a form to provide us with information
- if we need it to provide you with information or services that you request
- if collecting the information is necessary to preserve life or keep someone safe from harm
- for necessary administrative processes if you become our client, or
- we may use your data for marketing purposes if we can demonstrate a legitimate interest, although we will always give you a choice to opt out.

We may, from time to time, send you newsletters, invitations and updates about our services. We will only do so if you have requested to receive such communications. You can opt out of receiving any further such communications by replying to the message you received or by clicking the “unsubscribe” option at the bottom of any marketing e-mail received from us.

## Sensitive Information

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We understand that some information is particularly sensitive and that you trust us to keep it confidential.

The sensitive information we collect will depend on the relevant type of consultation or engagement. It may include:

- your age
- medical history
- lifestyle, nutrition & wellbeing
- relationships
- goals and dreams
- thoughts and feelings
- previous life events
- information about your business, and
- anything else sensitive you choose to share during mentoring sessions.

We collect your sensitive information through email and our online consultations because it allows us to provide you with the services you requested and ensure we provide you with the most appropriate service.

### **Secure Storage of Sensitive Information**

We are committed to securely storing and handling your sensitive information.

- Sensitive information is stored on securely protected devices.
- Only authorised team members have access to your sensitive information, and only on a need-to-know basis.
- Some sensitive information may be stored securely online or in the cloud through One Drive. The section on security below explains their security provisions.

### **Collection of Information from Minors**

All information collected from children under the age of 18 is classified as sensitive information.

Sensitive information may be collected from children under the age of 18 only in the presence of their parents or guardians.

All information collected from minors is securely stored in accordance with this privacy policy.

### **Disclosure of Information**

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We may disclose your information, with permission if required under the following circumstances:

- to provide you with the services you have requested

- where disclosure is necessary to carry out your instructions, such as corresponding with someone else on your behalf or requesting pathology tests
- where we use support services to assist us in our business, or
- to refer you to other service providers at your request.

### **Who disclosures are made to**

You consent to us sharing relevant information, on a strictly need-to-know basis, with:

- people you authorise us to correspond with, as reasonably required to carry out your instructions
- our employees or subcontractors
- third party providers who assist with
  - administration
  - email marketing, and
  - legal or financial advice.

We will use all reasonable means to protect the confidentiality of your information while in our possession or control. We will not knowingly share any of your information with any third party other than the service providers who assist us with necessary business activities or the services we provide. To the extent that we do share your information with third-party service providers, we only do so if we are satisfied that the service provider has a suitably protective privacy policy of their own or they have signed a confidentiality agreement with us. Some of our service providers may be overseas and may not be subject to Australian Privacy Laws. You can find further information under the Security section below.

If you have any concerns regarding the disclosure of your information, please do not hesitate to get in touch with us to discuss this personally.

## **Security**

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We take reasonable physical, technical and administrative safeguards to protect your personal and sensitive information from misuse, interference, loss, and unauthorised access, modification and disclosure.

We manage risks to your information by:

- storing files securely
- ensuring that only key personnel have access to sensitive information

- releasing information to service providers on a strictly need-to-know basis, and
- conducting regular audits of our security systems.

As mentioned above, your information may also be stored with a third-party provider, which will be managed under their security policy. The following security policies may apply during our work together:

- Google Workspace - [https://workspace.google.com/intl/en\\_au/security/](https://workspace.google.com/intl/en_au/security/)
- Interact Quiz - <https://www.tryinteract.com/privacy/>
- OneDrive - <https://support.microsoft.com/en-au/office/how-onedrive-safeguards-your-data-in-the-cloud-23c6ea94-3608-48d7-8bf0-80e142edd1e1>
- Podia - <https://www.podia.com/privacy>
- Stripe - <https://stripe.com/docs/security>
- Wix - <https://www.wix.com/trust-center/security>
- Xero - <https://www.xero.com/au/security/>
- Zoom - <https://zoom.us/docs/en-us/privacy-and-security.html>

## Cookies and Google Analytics

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Cookies are small text files commonly used by websites to improve a user's experience, collect statistics or marketing information and provide access to secure areas.

You can choose to configure your browser settings not to accept cookies, but this may interfere with the functioning of this website.

Our website uses cookies from Wix that assist with the security and usability of our website.

We use Google Analytics to collect information about your use of our website so that we can get strategic information about how our website is being used and improve its functionality. You can find out more about the information Google collects and how it is used here:

<https://support.google.com/analytics/answer/6004245>.

Google also provides an add-on for your browser that you can use to opt out and prevent your data from being used by Google Analytics. You can access that add-on here:

<https://tools.google.com/dlpage/gaoptout>.

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## Access to Information

You can contact us to access, correct or update your personal information at any time. Unless we are subject to a confidentiality obligation or some other restriction on giving access to the information which permits us to refuse you access under the *Privacy Act*, and we believe there is a valid reason for doing so, we will endeavour to make your information available to you within 30 days.

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## Complaints

If this Privacy Policy is breached or you wish to request a change to your personal information, you may contact us by emailing me at [sunshine@drniikee.com](mailto:sunshine@drniikee.com).

If you are dissatisfied with our response to your complaint, you may seek a review by contacting the Office of the Australian Information Commissioner using the information available at <http://www.oaic.gov.au/privacy/privacy-complaints>.

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## Notification of Change

When we update our Privacy Policy, we will post a copy of the revised policy on our website.

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## Notification of Breach

If we have reason to suspect that a serious data breach has occurred and that this may result in harm or loss to you, we will immediately assess the situation and take appropriate remedial action. If we still believe that you are at risk, we will notify the Office of the Information Commissioner and either notify you directly or if that is not possible, publicise a notification of the breach on this website.

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