



Privacy Policy

Introduction

This Privacy Policy aims to inform you on how Claire Barton may use your personal information, how you can request to access that information or request to have that information updated or deleted, and how you can make a complaint.

If anything in this Privacy Policy is unclear, please contact me at hello@clairebarton.com.au and/or seek independent advice to ensure you fully understand your rights and obligations.

Generally, I will only collect your first name and email address for marketing purposes, as well as pertinent information such as cookies, location and activity on my website (www.clairebarton.com.au and <http://studio.clairebarton.com.au/>).

Contact Details for Claire Barton

This Privacy Policy relates to Claire Barton, the sole-trader business, based in Brisbane, QLD, Australia.

Claire Barton

ABN: 70906385436

Address: PO Box 52, Bellbowrie QLD 4070, Australia

Email: hello@clairebarton.com.au

Phone: +61 432 293 313

Privacy

Claire Barton is a business consultant, mentor and coach, working primarily with service-based businesses to streamline and simplify their business operations.

Claire Barton works one-on-one with clients, as well as in group workshops, retreats, membership-style programs and networking events. On a regular basis, Claire Barton offers free and paid products and services and as such, will collect personal details such as first name and email address, and occasionally other details such as phone number and location.

Claire Barton will never sell, rent, share or give your details to another company or provider, in Australia or overseas for any reason.

Once Claire Barton no longer needs or has use for your information, it will be deleted from all storage locations.

What sort of Personal Information I collect:

- First name
- Last name
- Email address
- Location
- Payment details (via third party, such as Stripe or Paypal)
- Activity on my website and teaching platforms
- Activity on my mailing list

How I collect Personal Information:

- In person (verbally or written) both online or face-to-face
- Via Mail Service (Active Campaign) – sign up forms
- Via Website (www.clairebarton.com.au - Squarespace hosted)
- Via Plan+Do Studio (Thinkific)
- Via Social Media (Facebook)
- Via email if given by you
- Survey (typeforms.com)
- Via booking software (Acuity.com)

How I store Personal Information

- In Mail Service (Active Campaign)
- In Website (www.clairebarton.com.au - Squarespace hosted) if you buy something from my website
- In Plan+Do Studio (Thinkific)
- In Social Media (Facebook)
- In email if given by you
- Survey (typeforms.com)
- In booking software (Acuity.com)
- In note form (Evernote.com and/or asana.com)
- In my calendar

Newsletter or Free Service / Product Subscription

If you subscribe to receive regular updates from me, I will store your first name and email address in my email marketing app (Active Campaign), as well as other information that pertains to marketing, such as other products/services you have subscribed to, what links you click within those emails and how often you open the newsletters.

If you sign up to receive a free or paid product, such as a workbook, a webinar / online training, or other opt-in, I will collect your first name and email address and will email you a copy of the

product or details as to how you can access it (such as a link to join a webinar, plus reminder and follow up emails) and then you will be added to my general email list. You will receive induction emails, where I explain how I work, why I do what I do, who I work with and how you can work with me if you choose to do so.

At all times when you initially sign up to receive any sort of email communication or freebie from me, you will be required to complete a double opt-in (subscribe and then confirm subscription) either via email or on the form itself at time of signing up.

Contacts on my mailing list that have been inactive for 6 months will automatically be removed from my mailing list, without notice.

Paying Clients

If you are booking via my online scheduler (Acuity), you will usually be required to provide your full name and email address at the time of booking to confirm your session. These details will be added to my email list so that I can stay in touch with you and that you will also be informed about general communication as well as current- and past-client offers via my general email and newsletter list.

If you sign up to a program on my website or learning platform (Thinkific), you will be required to enter your Paypal details or Credit Card details via Stripe. I never have access to see your full credit card number or details, just the last 4 digits. You can manage your subscription, including cancelling or changing your credit card or payment details at any time, and you can also email hello@clairebarton.com.au and I or one of my team assist with this.

Information entered to one location (i.e. website, Thinkific, Acuity Booking) will usually be transferred to another internal tool for management.

Audio-Visual Recordings

From time-to-time, I will record private and/or group virtual sessions via Zoom or another platform. This will always be disclosed to you beforehand and you can request to switch off your video and other identifiers if you wish.

Screen shots, clips and other material will sometimes be recorded and published with your permission.

Confidential information will never be shared. If I record a session, you will have access to it for 30 days from date of recording which I will send in email or direct message on your request. After 30 days, it will be permanently deleted after that.

Recording of group sessions is compulsory, so that if someone in a group session is unable to attend live they can access the recording. Snippets or excerpts or the recording in its entirety may be used for promotional reasons on platforms, social media and my website. I may also

use recordings for professional development, share with my own mentors, supervisors, and legal advisers. If sharing with others, I will remove or alter any identifying personal details to preserve your identity if required.

I am very conscious of your IP, and will take all reasonable efforts to maintain confidentiality and discretion, except in group sessions, where you acknowledge and agree that other members of the group who were not in attendance have a right to watch the full recording.

If you also want to make your own recording, you can, once you have obtained verbal or written consent from me first.

Your Confidential Information During Coaching or Group Programs

Before and throughout the course of our coaching sessions, you may share with me personal and confidential information about you and your business.

This may include, but is not limited to

- Birthdates
- Financial details
- Health details
- Business goals and current state
- Access or view of apps and tools (such as planning tools, note-taking, website)
- Databases for clients (CRM)
- Email Management tools

This information will be used by me solely for providing personalised coaching services to you, and maintaining my client database.

This information is securely stored in a computer with a password and in programs such as Evernote (client notes and session plans), Dropbox or other secure virtual storage programs and apps.

I don't store information unnecessarily. If you need to share a password protected tools or app with me, this should be done via LastPass and access revoked by you as soon as I no longer need access, once we've finished with that work.

One of my highest values is integrity and as such, I will maintain all confidential information about you and your business in strictest confidence.

Staff Confidentiality

From time to time, I have a VA (sub-contracted Virtual Assistant) carrying out tasks for me related to our coaching.

I do have a team of VAs who may have limited access to some of your information. However, access to my clients' details is purely on a need-to-know basis and all VAs who work with me are bound by a confidentiality agreement.

VAs may implement some work for you from time to time, but only with your knowledge and permission.

Complaints & Request for Information

To request a copy of your personal details and how they've been obtained or used, or to make a complaint about how your information has been used please email me directly at hello@clairebarton.com.au. I will reply within 30 days.

You can also contact me on the above email address to request to change or delete your personal details.

Negotiation

If either of us have any concerns arising out of this Privacy Policy, we shall communicate with the intention of making a genuine effort to seek a win/win solution and resolve any dispute by negotiation and discussion.

All information exchanged during this meeting, or any subsequent dispute resolution process, shall be regarded as "without prejudice" communications for the purpose of settlement negotiations and shall be treated as confidential by us and our representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.

Alternative Dispute Resolution

If we are unable to resolve a dispute by negotiation and discussion within 30 days, we agree to proceed to mediation with the assistance of an independent accredited mediator.

The mediator is to be appointed by agreement between us or, failing agreement within twenty-one (21) days of the first notification of the dispute, by a person appointed by the Chair of Resolution Institute, (ACN 008 651 232, Level 2, 13-15 Bridge Street, Sydney NSW 2000; telephone: 02 9251 3366, email: infoaus@resolution.institute) or the Chair's designated representative.

The Resolution Institute Mediation Rules shall apply to the mediation.

We will share the costs of mediation equally between us.

Website

I collect pixels information from visitors to my websites and affiliated pages and may use the information to target advertising on social media platforms such as Facebook.

Thank you for taking the time to read this. Please don't hesitate to contact me with any questions on hello@clairebarton.com.au.

Friday, May 25, 2018