

Privacy Policy May 2018

This document sets forth the Privacy Policy for the iTandCoffee website, www.itandcoffee.com.au and of the iTandCoffee business, iTandCoffee Pty Ltd.

iTandCoffee is committed to providing you with the best possible customer service experience. iTandCoffee is bound by the Australian Privacy Act 1988, which sets out principles concerning the privacy of individuals. iTandCoffee is also bound by the General Data Protection Regulation (GDPR) for any customers/subscribers in the EU.

Collection of your personal information

Most aspects of the iTandCoffee website can be viewed without providing personal information.

We only ask for and collect your contact/personal details when you subscribe to receive our Newsletter, register for a class or session, book an appointment, provide feedback, join The iTandCoffee Club, purchase a product/service from us, contact us via email, register your details on the iTandCoffee website, or request information/assistance from us.

The information we may gather and record depends on the reason for your contact with us. Additional information may be collected from clients who attend classes or private appointment with iTandCoffee including:

- Name
- Email address
- Phone number
- Address (for private appointments at your location)
- Technology you use
- Age Range
- Reason for contacting us
- Any information you provide us about your requirements
- How you heard of iTandCoffee
- Date you first contacted us
- Your service history - date of appointment/class, record of appointment.
- The products and services you have purchased from us

Storage of your personal information

We use the following products and services to record contact information. Not all contacts will exist in all these systems – many will only be recorded in Mailchimp, from which we manage our marketing emails and newsletters.

- Acuity Scheduling
- Quickbooks
- Mailchimp

- Google Contacts
- Weebly – Website membership
- Paid Membership App – Website Membership

We use Mailchimp to send you regular newsletters, and to gather information about the type of articles and services that may interest you. These are only used for internal purposes, for ensuring that we provide you with information about our products that is most topical to you.

For those who subscribe to receive our Newsletter, Mailchimp does record information about your geographic location and your IP Address. This assists us to determine what country you live in, so that we can comply with your country's privacy requirements.

Sharing of your personal information

iTandCoffee currently does not share your personal information with any other individual or organisation - unless you specifically instruct us to, or give permission for us to do so - for example, where we refer you to an alternative service provider for services that are outside iTandCoffee's offering.

We may, in future, hire another company or companies to provide services on our behalf, including but not limited to handling customer support enquiries, bookings and administration. Those companies will be permitted to obtain only the personal information they need to deliver the service. iTandCoffee takes all reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Use of your personal information

For each visitor that reaches our site, we collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to you while you are at this Site.

We may use your contact information to advise you of upcoming iTandCoffee events and offers via email or telephone. You can 'unsubscribe' from such advertising at any point by [contacting iTandCoffee](#) or by choosing the 'Unsubscribe' option available in many of those emails.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future, we will use for these new purposes only, data collected from the time of the policy change forward and will adhere to our updated practices.

Changes to this Privacy Policy

iTandCoffee reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the iTandCoffee website.

Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. iTandCoffee reserves the right to charge a reasonable fee for searching for, and providing access to, your information on a per request basis.

Contacting us

iTandCoffee welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Call: 1300 885 420 (Australia)
+61 3 9886 0814 (International)

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