

Privacy Policy

Effective date: 18th October 2023

Dramatically Correct website www.dramaticallycorrect.com.au (the 'Service') is operated by Susan Moran ('I', 'me', 'my'), the business owner.

This Privacy Policy outlines my ongoing obligations to you in respect of how I collect and manage your personal information. I have adopted the Australian Privacy Principles (APP) contained in the Privacy Act 1988 (Cth) (the *Privacy Act*). These principles govern the way in which I collect, use, store and secure your Personal Data. These Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/privacy/australian-privacy-principles>.

Consent

By using the Service, you agree to the collection and use of information in accordance with the conditions set out in this Privacy Policy.

Data Collected

While you are using my Service, I may ask you to provide me with certain personally identifiable information that can be used to contact or identify you ('Personal Data'). Personally identifiable information may include, but is not limited to the following:

- Name
- Email address
- Phone number
- Country of residence
- If English is your first language
- Message
- Cookies and usage data

How your Personal Data is used

Your Personal Data is used only to respond to questions and requests for services, provide customer support, notify you of any changes to my services, monitor usage, and gather analysis or information to improve the Service. Contact form submissions are filed for customer service and general data analysis purposes, but the information submitted is not used for marketing purposes.

I do not directly share your Personal Data with any other party, or beyond what I disclose in this Privacy Policy, except in the following cases:

- 1) If the law requires it;
- 2) If it is required for any legal proceedings; and
- 3) To prove or protect my legal rights.

GDPR

The General Data Protection Regulation (EU GDPR) is a European privacy law that regulates how individuals and organisations may collect, use, and retain the personal data of individuals. For users in the European Union, I adhere to the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, known as the General Data Protection Regulation (the 'GDPR'). For users in the United Kingdom, I adhere to the GDPR as enshrined in the Data Protection Act 2018. I have not appointed a Data Protection Officer as I do not fall within the categories of controllers and processors required to appoint a Data Protection Officer under Article 37 of the GDPR.

How long do I retain your Personal Data?

If you use the contact form, the comment and its metadata are retained indefinitely. This is for the purpose of recognising return users and maintaining records of referrals from prior clients.

Security of Personal Data

Please note that I take the privacy of you and your work seriously. While I take all reasonable precautions to ensure that your Personal Data is secure, as the Internet as a whole is not 100% secure, I am unable to guarantee the security of Personal Data beyond what is reasonably practical.

Cookies

The Service makes use of cookies to ensure that your experience is as convenient as possible. Cookies are small digital files that are stored in your web browser that enable tracking of your return visits to the website. Your browser settings may allow you to block these cookies.

The following types of cookies are used by this Service:

- 1) Functional and required cookies to enable visitors to navigate and use key features on the website.

2) Analytics and performance cookies to collect information about how visitors interact with the website to allow me to improve the design and functionality.

Links to other sites

The Service contains links to other sites that are not operated by Dramatically Correct. If you click on a third party link, you will be directed to that third party's site. You are strongly advised to review the Privacy Policy of every site you visit. Dramatically Correct has no control over, and assumes no responsibility for the content, privacy policies, or practices of any third party sites or services.

Children's Privacy

The minimum age to use the Service is 18 years of age ('Children'). I do not knowingly collect Personal Data from Children. If you are a parent or guardian and you are aware that your Child has provided me with their Personal Data, please contact me and their data will be deleted.

Policy updates

This Privacy Policy may be amended from time to time to maintain compliance with the law and to reflect my data collection processes. When this policy is amended, the 'Effective Date' at the top of this Privacy Policy will be updated.

If you have any questions about this Privacy Policy, please submit these via the Contact page on the website.