

PRIVACY POLICY

Last updated: March 17, 2023

1. PURPOSE:

To ensure that Soul Motive describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service of Soul Motive (KAREN MICHELLE WILLIAMSON trading as Soul Motive / ABN number: 89 409 764 169) and tells You about Your privacy rights and how the law protects You.

To ensure Soul Motive meets legislative requirements regarding the receipt, storage and sharing of information about its clients, website visitors, staff and You.

Soul Motive collects personal information so that we can perform our primary business functions and we use Your Personal data to improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

2. SCOPE OF POLICY:

This policy applies to all Soul Motive Directors, Staff, Managers and Contractors acting on behalf of Soul Motive.

3. INTERPRETATION AND DEFINITIONS:

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Privacy Policy:

Account means a unique account created for You to access our Service or parts of our Service.

Affiliate means an entity that controls, is controlled by or is under common control with a party, where "control" means ownership of

50% or more of the shares, equity interest or other securities entitled to vote for election of directors or other managing authority.

Application refers to Soul Motive, the software program provided by the Company.

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Soul Motive, QLD, Australia.

Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.

Country refers to: Queensland, Australia

Device means any device that can access the Service such as a computer, a cellphone or a digital tablet.

Personal Data/Personal Information is any information that relates to an identified, or an individual who is reasonably identifiable:

- a. Whether the information or opinion is true or not; and
- b. Whether the information or opinion is recorded in material form or not

Sensitive Information refers to information or an opinion about an individual's racial or ethnic origin, religious beliefs, sexual preferences or practices, criminal record, medical/health information, membership of a political association, memberships of professional or trade associations.

Service refers to the Application or the Website or both.

Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.

Usage Data refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the date you visited a page on our website).

Website refers to Soul Motive Therapy, accessible from <http://www.soulmotivetherapy.com>

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

4. COLLECTING AND USING YOUR PERSONAL DATA, TYPES OF DATA COLLECTED:

Personal Data/Personal information

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You and so we can perform our primary business functions. Personally identifiable information may include, but is not limited to:

- Email address
- First name and surname/last name
- Phone number
- Address, State, Province, Postal code, City, Country
- An individual's image for Energy Healing Reiki Sessions
- Usage Data

The purposes for collecting information may include activities associated with Distant Energy Healing Reiki sessions to ensure the energy connection link is strong during the session & the session is then conducted to the best of the Reiki Practitioner's ability. Other activities may include workshop registration, recruitment, payroll information, personnel information for HR purposes, confirming identity to provide secure access to database and IT systems required to conduct Soul Motive business, testimonials, processing client feedback, wage payments and Client Consent Permission to Contact forms.

Soul Motive collects personal information through forms provided to us by our clients, website visitors and staff such as payment for a service, workshop or enrolment to a subscription service.

As much as reasonably practical, an individual will be notified at or before the collection of any personal or sensitive information the purpose for which the information will be used and with whom it will be shared.

Usage Data

Usage Data is collected automatically when using the Service.

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your

mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile device.

Information Collected while Using the Application

While using Our Application, in order to provide features of Our Application, We may collect, with Your prior permission:

- Information regarding your location
- Information from your Device's phone book (contacts list)
- Pictures/images and other information from your Device's camera and photo library

We use this information to provide features of Our Service, to improve and customise Our Service. The information may be uploaded to the Company's servers and/or a Service Provider's server or it may be simply stored on Your device.

You can enable or disable access to this information at any time, through Your Device settings.

Soul Motive may use Google Analytics (a third-party service provider) to monitor and analyse website traffic. Google uses the data collected to track and monitor the use of <http://www.soulmotivetherapy.com> and this data is shared with other Google services which may be used to personalize ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visit activity. For more information on the privacy practices of Google visit the Google Privacy & Terms web page: <http://www.google.com/intl/en/policies/privacy/>

Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service. The technologies We use may include:

- **Cookies or Browser Cookies.** A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Service. Unless you have

adjusted Your browser setting so that it will refuse Cookies, our Service may use Cookies.

- **Web Beacons.** Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser.

We use both Session and Persistent Cookies for the purposes set out below:

Necessary / Essential Cookies

Type: Session Cookies

Administered by: Us

Purpose: These Cookies are essential to provide You with services available through the Website and to enable You to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that You have asked for cannot be provided, and We only use these Cookies to provide You with those services.

Cookies Policy / Notice Acceptance Cookies

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies identify if users have accepted the use of cookies on the Website.

Functionality Cookies

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies allow us to remember choices You make when You use the Website, such as remembering your login details or language preference. The purpose of these Cookies is to provide You with a more personal experience and to avoid You having to re-enter your preferences every time You use the Website.

For more information since cookies are standard across most website where you can set up your browser to refuse cookies or track when a cookie is being sent and opt out of advertising please visit:

<http://www.youronlinechoices.com.au> to obtain more details.

5. USE OF YOUR PERSONAL DATA/PERSONAL INFORMATION:

The Company may use Personal Data/Personal Information for the following purposes:

To provide and maintain our Service, including to monitor the usage of our Service.

To manage Your Account: to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.

For the performance of a contract agreement: the development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with Us through the Service.

To contact You: To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication (Zoom), such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.

To provide You with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.

To manage Your requests: To attend and manage Your requests to Us.

For business transfers: We may use Your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by Us about our Service users is among the assets transferred.

For other purposes: We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

We may share Your personal information in the following situations:

- **With Service Providers:** We may share Your personal information with Service Providers to monitor and analyse the use of our Service, to contact You.
- **For business transfers:** We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of Our business to another company.
- **With Affiliates:** We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.
- **With business partners:** With your permission we may share Your information with Our business partners to offer You certain products, services or promotions.
- **With other users:** when You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside.
- **With Your consent:** We may disclose Your personal information for any other purpose with Your consent.

6. RETENTION OF YOUR PERSONAL DATA:

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

An individual's image for Distant Energy Healing Reiki Sessions/s will also be retained for internal purposes only for use during the booked Energy Healing Reiki Session/s and then the image file will be deleted once the session/s have been completed.

7. TRANSFER OF YOUR PERSONAL DATA:

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of Your data and other personal information.

8. DELETE YOUR PERSONAL DATA:

You have the right to delete or request that We assist in deleting the Personal Data that We have collected about You.

Our Service may give You the ability to delete certain information about You from within the Service.

You may update, amend, or delete Your information at any time by signing in to Your Account, if you have one, and visiting the account settings section that allows you to manage Your personal information. You may also contact Us to request access to, correct, or delete any personal information that You have provided to Us.

Please note, however, that We may need to retain certain information when we have a legal obligation or lawful basis to do so.

Soul Motive may contact an individual to advise them about a product or service they have expressed interest in with your consent and if the individual would reasonably expect Soul Motive to use their information for this purpose. We will provide an easily “opt in” and “opt out” option for all direct marketing. We may also contact individuals who subscribe to receive news and updates such as Meditations and Activations recently uploaded to You Tube for clients to access.

9. DISCLOSURE OF YOUR PERSONAL DATA:

Business Transactions

If the Company is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, the Company may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

The Company may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrong doing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

Confidentiality for clients

Information relating to specific clients cannot be divulged to relatives or friends of the client unless Soul Motive has the signed consent of the client to release information to a specific person or organisation. Confirmation of identity must be requested from the caller there is any uncertainty about their validity.

For example if a person phones a Soul Motive employee advising they are a Clients parent or partner and asking if the client is attending sessions or would like to receive feedback about a session, unless the Soul Motive employee can confirm we hold a signed consent form by the client, we must advise the caller that no information can be provided regarding that client due to Privacy & Confidentiality laws.

Security of Your Personal Data/Personal Information

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. Soul Motive will take reasonable steps to ensure that any information we strive to use commercially acceptable means to protect Your Personal Data/Personal Information we hold from misuse and loss and from

unauthorized access, modification or disclosure, We cannot guarantee its absolute security.

Soul Motive takes privacy of information very seriously and at all times takes steps to ensure that an individual's information is stores and disposed of securely.

All Soul Motive staff & contractors are not to remove from, or store outside, Soul Motive's secure network any client personal data, personal information using portable storage devices (i.e. USB sticks).

10. CHILDRENS PRIVACY:

Our Service does not address anyone under the age of 18. We do not knowingly collect personally identifiable information from anyone under the age of 18. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data, please contact Us. If We become aware that We have collected Personal Data from anyone under the age of 18 without verification of parental or guardian consent, We take steps to remove that information from Our servers.

If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, We may require Your parent's consent before We collect and use that information.

11. LINKS TO OTHER WEBSITES:

Our Service may contain links to other websites that are not operated by Us. If You click on a third-party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

12. PRIVACY CONCERNS:

If an individual believes that Soul Motive has not protected their information in line with the Privacy Act 1988 please contact Soul Motive, Contact Us details are below to have your concern addressed. An individual may contact the Office of Australian Information Commissioner (OAIC) – link to website: <https://www.oaic.gov.au/privacy/privacy-complaints> to have the concern heard and determined.

13. BREACH OF PRIVACY POLICY:

All Soul Motive Directors, Staff, Managers and Contractors acting on behalf of Soul Motive must comply with the requirements of this Privacy Policy. Any breach of the Privacy Policy may result in disciplinary action which may include, but is not limited to, issuing a warning, suspension, termination of employment or contractual agreements. Breaches include accidental or avoidable breach of this policy including failure to notify of inadvertent errors may result in disciplinary action.

14. CHANGES TO THIS PRIVACY POLICY:

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on the Privacy Policy website page located on <http;www.soulmotivetherapy.com>

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this website page.

15. REFERENCES AND RELATED DOCUMENTS:

- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Regulation 2013
- Other Soul Motive contracts
- Other Soul Motive policies
- Do Not Call Register
- Spam Act 2003
- Privacy Policies of external providers such as WIX, Zoom, PayPal, Stripe
- Google Ad Settings - <https://myadcenter.google.com/?hl=en&sasb=true>
- Google Analytics Privacy and Terms - <https://policies.google.com/technologies/partner-sites>

16. CONTACT US:

If you have any questions about this Privacy Policy, You can contact us:

By email: soulmotivetherapy@icloud.com

By visiting our **Contact Us** page on our website:

<http://www.soulmotivetherapy.com>

By mobile phone number: 0434 346 012

Please note:

We are normally in appointments/sessions/meetings, so please leave a voice mail message or send an SMS requesting return contact advising;

- Your full name – first name & surname/last name
- Best contact telephone number
- Company name if applicable
- Reason for contact required (i.e. re-schedule appointment, services enquiry, Privacy Policy question)

Soul Motive will aim to return your call within 24 hours.

Please keep in mind time differences between countries/states.