

## READING WARRIORS - PRIVACY POLICY

### 1. Our Privacy Policy

Thank you for visiting the Reading Warriors Website.

We respect your privacy and are committed to protecting your Personal Information. We are committed to managing Personal Information under the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APP's**).

This document sets out our policies for managing your Personal Information and outlines how we collect, use, hold and may disclose your Personal Information. The document is collectively referred to as our Privacy Policy.

In this Privacy Policy, 'Reading Warriors', 'we' and 'us' refers to Judy Markham t/as Reading Warriors ABN 59 636 478 277 and Celia Sambolic t/as Reading Warriors ABN 18 951 622 515. 'You' refers to any individual about whom we interact with and collect Personal Information. You consent to us collecting, holding, using, and disclosing your Personal Information pursuant to this Privacy Policy.

The Privacy Policy forms part of and its supplementary to our Terms and Conditions as published and amended by us from time to time.

### 2. Personal Information

The Privacy Act defines "Personal Information" as any information or opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be considered Personal Information regardless of whether it is true.

### 3. Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- (a) For the primary purpose of which it was obtained.
- (b) For a secondary purpose that is directly related to the primary purpose.

With your consent, or where required or authorised by law.

#### **4. What Personal Information Do We Collect and Hold?**

We collect information about you and your interactions with us. For instance, when you inquire about or use our services, we keep a record that includes your personal details. The information we collect may consist of:

- (a) Your identity and contact information; and
- (b) Your matter history, your use of our services, as well as details of any inquiries or complaints you might have.

This Personal Information is gathered and stored as it is reasonably necessary for the proper performance of our functions.

Moreover, we may also collect information about how you access, use, and interact with our Website. This is done using various tools such as Google Analytics and 'Cookies', and the information collected may include:

- (a) The location from which you have come to the Website and the pages you have visited.
- (b) Technical data, which may include IP address, the types of devices you are using to access the Website, device attributes, browser type, language and operating system; and
- (c) Your IP address, browser type, operating system, and browsing behaviour on our Website.

#### **5. Cookies**

We use cookies on our Website to improve your browsing experience. Cookies are small text files that a site or its service provider transfers to your computer's hard drive through your web browser, allowing the site's or service provider's systems to recognise your browser and capture and remember certain information.

You can choose to disable cookies through your browser settings. However, please note that if you do this, you may not be able to use the full functionality of the Website.

#### **6. Children's Personal Data**

Our Services are not directed to, and we do not intend to, or knowingly, collect or solicit personal data from children under the age of 18. If an individual is under the age of 18, they should not use our Services or otherwise provide us with any personal data either directly or by other means. If a child under the age of 18 has provided personal data to us, we encourage the child's parent or guardian to contact us to request that we remove the personal data from our systems. If we learn that any personal data, we collect has been provided by a child under the age of 18, we will promptly delete that personal data. Where a service category on the Website caters for children under the age of 18, only the personal data of the parent or guardian should be submitted to receive quotes from interested service providers.

## **7. How and why do we Collect and Hold Personal Information?**

We collect Personal Information that is reasonably necessary to carry out our business, assess and manage our customers' needs, and provide you with our services. We may also collect information to fulfil administrative functions associated with these services, such as billing and managing customer relationships.

The purposes for which we usually collect and use Personal Information may include:

- (a) We use the Personal Information to provide any services requested by you and to best operate and improve the delivery of our services to you.
- (b) Contacting you, for example, to respond to your queries or complaints.
- (c) We may also use your Personal Information to send you promotional offers, newsletters, and other electronic marketing communications. You may opt out of receiving further marketing communications by following the opt-out instructions provided in the communication.
- (d) For quality control and administration as well as assisting us to develop new products and services.
- (e) De-identified information is used to analyse trends, administer the Website, track users' movements around the site, and gather demographic information for aggregate use.
- (f) Comply with our legal obligations and assist government and law enforcement agencies or regulators.
- (g) Administrative tasks by third parties who provide services, such as IT consultants and administrative providers.

We may also allow certain third parties to place tracking technologies like cookies on our services. Those third parties may receive information about your interaction with our services that are associated with your browser or device and may use that data to serve you relevant ads on our services or others.

We do not assume any responsibility for the privacy or security practices of any other Websites which you may be able to access through our site.

## **8. How do we Store your Personal Information?**

We store information in paper-based files or other electronic record keeping methods in secure databases (including trusted third-party storage providers based in Australia and overseas). Personal Information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your Personal Information from misuse, interference and loss and from unauthorised access, modification or disclosure.

We maintain physical security over paper and electronic data stores, such as through locks and security systems at our premises. We also maintain computer and network security, for example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our Website does not necessarily use encryption or other technologies to ensure the secure transmission of information via the Internet. Users of our Websites are encouraged to exercise care in sending Personal Information via the internet.

We take steps to destroy or de-identify information that we no longer require for the purposes for which it was collected or for any secondary purpose permitted under the APPs.

Despite such efforts, however, please note that no organisation can fully eliminate risks or guarantee the security of Personal Information. In the event of a data breach, we would respond by measures appropriate to the nature and seriousness of the breach. Notwithstanding this, we are not responsible for third party access to Personal Information as a result of interception while in transit over the internet, any spyware or virus on the device which you access our Website, or as a result of your failure to adequately protect your username or password (if applicable).

## **9. How do We Disclose Personal Information?**

The purposes for which we may use and disclose your Personal Information include the purpose for which we collect it, as well as related purposes that you would reasonably expect us to use or that are otherwise set out in this Privacy Policy.

We may disclose information to third parties who help us provide our services to you, operate our business, and communicate with you. This includes disclosure to contractors and service providers used for data processing, data analysis, customer satisfaction surveys, information technology services, Website maintenance/development, printing, archiving, mail-outs, and market research.

Your Personal Information may also be shared between related and affiliated companies in Australia, professional services providers such as legal advisers, accountants and consultants, select partners we collaborate with, and other third parties with your consent and at your direction.

Third parties to whom we have disclosed your Personal Information may contact you directly to inform you that they have collected your Personal Information and to provide you with information about their privacy policies.

We will also use and disclose Personal Information for a range of administrative, management and operational purposes. This includes:

- (a) Administering billing and payments and debt recovery.
- (b) Planning, managing, monitoring and evaluating our services.
- (c) Quality improvement activities.
- (d) Statistical analysis and reporting.
- (e) Training staff, contractors and other workers.
- (f) Obtaining advice from consultants and other professional advisers.
- (g) Responding to subpoenas and other legal orders and obligations. This includes all circumstances where we are required or authorised by law to do so.

We may use and disclose your Personal Information for other purposes explained at the time of collection (such as in a specific privacy collection statement or notice) or otherwise as set out in this Privacy Policy.

**10. Do we disclose Personal Information to overseas recipients?**

We do not directly disclose your Personal Information to recipients who are located outside Australia.

## **11. How can you access or seek corrections of your Personal Information**

You are entitled to access your Personal Information held by us on request. To request access to your Personal Information please contact our privacy officer using the contact details set out below.

You will not be charged for requests to access your Personal Information, but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We will take reasonable steps to ensure that the Personal Information we collect, use or disclose is accurate, complete and up to date. You can help us to do this by letting us know if you notice errors or discrepancies in information, we hold about you and letting us know if your details change.

However, if you consider any Personal Information, we hold about you to be inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your Personal Information in certain circumstances under the Australian Privacy Principles. If we do refuse your request, we will provide you with a reason for our decision and, in the case of a request for correction, we will include a statement with your Personal Information about the requested correction.

## **12. Complaints Procedure**

You may contact us at any time if you have any questions or concerns about this Privacy Policy or about how your Personal Information has been handled.

You may make a complaint about privacy to the privacy officer at the contact details set out below.

The privacy officer will first consider your complaint to determine whether there are simple or immediate steps that can be taken to resolve the complaint. We will generally respond to your complaint within a week.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavour to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that we may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone at 1300 363 992 or by using the contact details on the Platform [www.oaic.gov.au](http://www.oaic.gov.au).

### **13. Changes to policy**

We reserve the right to modify or update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. It is your responsibility to review this Privacy Policy periodically for changes.

### **14. Our Contact Details**

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at any of the following:

Judy Markham t/as Reading Warriors

Celia Sambolic t/as Reading Warriors

- 15 Short Street, Corrimal NSW 2518
- [admin@readingwarriors.com.au](mailto:admin@readingwarriors.com.au)

This Privacy Policy was last updated on 7 October 2025.

By using our Website, you consent to the terms of this Privacy Policy.