



Wild
Heart
CREATIVES

PRIVACY POLICY

Wild Heart Creatives is strongly committed to protecting your privacy and complying with your choices. Both personal and non-personal information collected is safeguarded according to the highest privacy and data protection standards adopted worldwide. We have always had a robust and effective data protection program in place which complies with existing law and abides by the data protection principles. However, we recognise our obligations in updating and expanding this program to meet the demands of the Privacy Act (1988) [henceforth referred to as 'The Privacy Act']

OUR COMMITMENT

- Your information will not be shared, rented, or sold to any third party.
- We use state-of-the-art security measures to protect your information from unauthorized users.
- We give you the possibility to control the information that you shared with us (opt-out)

Wild Heart Creatives is committed to processing data in accordance with its responsibilities under the Privacy Act. This act is comprised of 13 key principles, labelled the Australian Privacy Principles. These principles can be found at the link below:

<https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>

To find out more about the Privacy Act (1988), Australian Privacy Policies, your privacy rights and more, please visit the Office of the Australian Information Commissioner here:

<https://www.oaic.gov.au/>

We will clearly inform you when information that personally identifies you ("personal information") is asked for and you will have the choice to provide it or not. Generally, this information is requested when you request booking of programs, services or sessions, or subscribe to product updates, newsletters or other online services.

USAGE

We use your personal information for the following purposes:

- To provide you information that will allow you to use or book our services
- To automatically customize your documents with your information
- To alert you of changes, updates, discounts or other services from Wild Heart Creatives and/or all subsequent divisions

We collect your email when you contact info@wildheartcreatives.com or any subsequent division email in order to send you informational communications about services, products, programs and sessions, such as their purpose and the best use of these services for your personal circumstance. We also collect your email to send you our promotional offers. We may also collect your name, language, currency, operating system, document searched and country information for a better experience with Wild Heart Creatives products/services.

When you sign up to Wild Heart Creatives services, we collect your email in order to send all relevant booking information, materials and reminders. We also collect your phone number in order to contact you in case these emails bounce back because of a typo in your email address and if we cannot figure out what the correct email address is.

We also contact the phone number that is provided if we suspect that the cardholder's credit card information has been compromised, i.e used in a fraudulent way. We also use our clients' email in order to notify of the release of new services or promotional offers and all artist inclusions of Wild Heart Creatives (and all subsequent divisions') services.

CONSENT

When you provide your personal information, you consent that it can be used for the above purposes and that Wild Heart Creatives is an authorized holder of such information. If you choose not to register or provide personal information, you can still use our website, but you will not be able to receive additional services or access certain areas current or future that require registration. When you request services and begin a working account with Wild Heart Creatives or any subsequent division, you are providing your consent to occasionally receive information from us. In each communication from us you will have the opportunity to unsubscribe from further communications; alternatively, you may contact us to express your choices at the address provided at the bottom of this page.

ACCESS TO YOUR INFORMATION

You are entitled to review the personal information you have provided us and ensure that it is accurate and current at all times. To review or update this information simply email info@wildheartcreatives.com or your required division to request that we send you this information.

SECURITY OF INFORMATION

Wild Heart Creatives is strongly committed to protecting your information and ensuring that your choices are honored. We have taken strong security measures to protect your data from loss, misuse, unauthorized access, disclosure, alteration, or destruction. All sensitive data is stored behind multiple firewalls on secure servers with restricted employee access.

We guarantee that all e-commerce transactions follow the latest security measures and use the best available technologies. Secure Sockets Layer (SSL) technology is employed when you place online orders or transmit sensitive information. SSL is one of the safest methods of passing information over the Internet.

RETENTION OF INFORMATION

We retain information as long as it is necessary to provide the services requested by you and others, subject to any legal obligations to further retain such information. Information associated with your account will generally be kept until it is no longer necessary to provide the services or until you ask us to delete it or your account is deleted whichever comes first. Additionally, we may retain information from deleted accounts to comply with the law, prevent fraud, resolve disputes, troubleshoot problems, assist with investigations, enforce the Terms of Use, and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy. Finally, your data could also be stored for sales statistical purposes.

WHAT WE DO WITH THE INFORMATION YOU SHARE

Your information is never shared outside the company without your permission. Inside the company, data is stored behind multiple firewalls on secure servers with restricted user access.

When you contact info@wildheartcreatives.com or any subsequent division administration email regarding services, bookings, programs or sessions, or register to our website, you are asked to provide your contact information, including a valid email address. We use this information to send you updates about Wild Heart Creatives and all subsequent divisions, booking confirmations and information about our services. When you order from us, we ask for your credit card number and billing address. We use this information only to bill you for the product(s) and service(s) you ordered or requested at that time.

We may on occasion require the help of other companies to provide limited services on our behalf, such as customer support and processing event registrations. We will only provide such companies with the information required for them to perform these services; these service providers are bound by strict privacy policies and are prohibited from using your information for any other purpose.

In very rare instances Wild Heart Creatives or any subsequent divisions may disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Wild Heart Creatives or the site; (b) protect and defend the rights or property of Wild Heart Creatives and its family of websites, divisions and properties; and (c) act in urgent circumstances to protect the personal safety of users of Wild Heart Creatives and any subsequent divisions, its websites, or the public.

HOW TO OPT OUT

We provide users with the opportunity to opt-out from receiving updates on our services, newsletters and other communications from us. You can opt-out by clicking on the link provided in our electronic mailings or by contacting us at the address at the bottom of this page.

DOES WILD HEART CREATIVES PRIVACY POLICY APPLY TO LINKED WEBSITES?

Our Privacy Policy applies solely to information collected on our website or through email communication with Wild Heart Creatives or any subsequent divisions. The Site contains links to web sites of third parties. Wild Heart Creatives is not responsible for the actions of these third parties, including their privacy practices and any content posted on their web sites. We encourage you to review their privacy policies to learn more about what, why and how they collect and use personal information. Wild Heart Creatives adheres to industry recognized standards to secure any personal information in our possession, and to secure it from unauthorized access and tampering.

However, as is true with all online actions, it is possible that third parties may unlawfully intercept transmissions of personal information, or other users of the Site may misuse or abuse your personal information that they may collect from the Site. Wild Heart Creatives uses third-party advertising companies to serve our ads on the Site. Please review our Cookie Policy for all details. These third-party advertising companies employ cookie and 1x1 pixel. gifs or web beacons to measure and improve the effectiveness of ads for their clients. To do so, these companies may use anonymous information about your visits to our website and other websites but will not collect any information which can personally identify you or can be linked to you. This information can include: date/time of banner ad shown, the banner ad that was shown, their cookie, and the IP address. This information can also be used for online preference marketing purposes.

If you want to prevent a third-party advertiser from collecting data, currently you may either visit each ad network's web site individually and opt out or visit a professional and regulation recognised gateway opt-out site to opt-out of all network advertising cookies. These sites will also allow you to review the third-party advertising companies' privacy policies.

CHANGES TO THIS POLICY

If we make changes to our Privacy Policy, we will post these changes here so that you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use your information in a manner different from that stated at the time it was collected, we will notify you by email.

ENFORCEMENT OF POLICY

If for some reason you believe Wild Heart Creatives or any subsequent division has not adhered to these principles, please notify us and we will do our best to promptly make corrections.

QUESTIONS OR COMMENTS

If you have questions or comments about this privacy policy, please email us at info@wildheartcreatives.com

For more information on how to contact, please visit our website contact page at <https://www.wildheartcreatives.com/contact>