

Privacy Policy

Psych n Stats Tutor is committed to providing quality services to you and this policy outlines my ongoing obligations to you in respect of how I manage your Personal Information. Psych n Stats Tutor respects your right to control how information held on your behalf is used. The integrity of personal information is important to me and I am fully committed to protecting everyone's right to privacy. The only information collected from visitors to my website is that which is provided to me on a voluntary basis. I do not use cookies and I do not trade, sell or rent any information captured or voluntarily submitted on this website.

I have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which I collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

What is Personal Information and why do I collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information I collect include: names, addresses, email addresses, social media messenger contacts and phone numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by phone, voip and messenger, by email, via my website www.yourbusinessname.com.au, from your website, from media and publications, from other publicly available sources, from cookies- and from third parties. We don't guarantee website links or policy of authorised third parties.

I collect your Personal Information for the primary purpose of providing my services to you and marketing. I may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from my mailing/marketing list at any time by contacting us in writing.

When I collect Personal Information I will, where appropriate and where possible, explain to you why I am collecting the information and how I plan to use it.

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:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

Third Parties

I will collect your Personal Information only from you. Unless required by law, under no circumstances do I provide your Personal Information to third parties, including overseas recipients. If such a case were to occur however, I will take reasonable steps to ensure that you are made aware of the information provided to me by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Where required or authorised by law

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

However, as I cannot guarantee the security of communications over the Internet, Psych n Stats Tutor take reasonable steps to protect your Personal Information from unauthorised access.

When your Personal Information is no longer needed for the purpose for which it was obtained, I will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by me for a minimum of 7 years.

De-identified information that you have consented for use for research purposes is stored for 5 years. De-identified information is made available to other researchers via open-accesses databases such as <https://osf.io/> Your Personal Information is not provided to these databases.

Access to your Personal Information

You may access the Personal Information that I hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me in writing. Psych n Stats Tutor will not charge any fee for your access request and does not charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information, I may require identification from you before releasing the requested information.

Your Personal Information is held in electronic form on an Excel spreadsheet in a password protected folder on my desktop which is also password protected. I (Charmayne Paul) am the only person to have access to the spreadsheet containing your Personal Information.

At no time is your Personal Information shared with a Third Party, unless it is requested by law.

Maintaining the Quality of your Personal Information

It is important to me that your Personal Information is up to date. I will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so I can update my records and ensure I can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on my website.

Privacy Policy Complaints and Enquiries

A complaint can be about an act, behaviour, omission, situation or decision relating to Psych n Stats Tutor that the Client/Research Participant thinks is unfair, unjustified, unlawful, and/or a breach of policy. A complaint can be in relation to an act, behaviour, omission, situation or decision made by Psych n Stats Tutor.

Psych n Stats Tutor recognises that individual and group Client/Research Participant problems may arise from time to time. Accordingly, Psych n Stats Tutor will endeavour to ensure

that Client/Research Participants have access to processes for the resolution of complaints relating to themselves and Psych n Stats Tutor. As such, Psych n Stats Tutor will endeavour to:

- a) assist Client/Research Participants who come forward with complaints
- b) deal with complaints in a supportive way, without victimisation or intimidation of any person connected with the complaint
- c) encourage fairness, impartiality and the resolution of complaints as reasonably promptly and as close as possible to the source of the complaint

Psych n Stats Tutor cannot assist a Client/Research Participant to resolve a complaint or dispute, if the complainant remains anonymous. Psych n Stats Tutor must follow the principles of natural justice and be fair to both sides. With regard to a complaint, this means that Psych n Stats Tutor or the complainant will be required to provide the person/people who are the subject of the complaint with full details of the complaint, so they have a fair chance to respond to all allegations made against them.

Psych n Stats Tutor will endeavour, if appropriate, to resolve the complaint or dispute in line with the following procedure:

Complaints & dispute resolution procedure

<p>Preliminary Steps</p>	<p>Attempt to resolve the issue yourself</p> <p>If the Client/Research Participant feels comfortable in doing so, they should attempt to address the issue directly with Charmayne Paul of Psych n Stats Tutor. The Client/Research Participant may find that Charmayne Paul was not aware of their complaint and the matter can be resolved directly.</p> <p>Please contact Charmayne Paul at:</p> <p>Psych n Stats Tutor w: www.psychnstatstutor.org e: psychnstatstutor@outlook.com m: 0449 252 438</p>
<p>Step 1</p>	<p>Informal procedure</p> <p>The informal procedure involves a range of informal actions to resolve the complaint. Such actions will depend on the individual circumstances of the complaint. Possible actions include, but are not limited to:</p> <ul style="list-style-type: none"> • Charmayne Paul facilitating a meeting (face-to-face/VOIP/phone) with the complainant attempt to resolve the issue and move forward. Many

<p>Step 2</p>	<p>complaints are able to be resolved through the informal procedure.</p> <p>However, in circumstances where Charmayne Paul considers the informal procedure is not appropriate, and the complaint is sufficiently serious, the complaint may be moved to the formal procedure.</p> <p>Formal procedure</p> <p>Where all parties to the complaint (including Charmayne Paul of Psych n Stats Tutor) agree that mediation may be appropriate in resolving the complaint, the complaint may be referred to an external mediator. The agreement of all parties to refer the complaint to an external mediator must include agreement on responsibility for meeting any costs of external mediation.</p>
<p>Step 3</p>	<p>Formal procedure</p> <p>If the Client/Research Participant does not feel comfortable talking Charmayne Paul of Psych n Stats Tutor, or they have tried to and it was ineffective in resolving the complaint, the complainant can choose to escalate the complaint by contacting the Office of the Australian Information Commissioner at https://www.oaic.gov.au/</p>

Other complaint procedural issues

The Client/Research Participant and any other person involved in the complaint can seek advice from a support person at any stage during the complaint process. The Client/Research Participant and others involved can bring a support person to a complaint meeting if so desired, but the support person may not take an active role in the procedure. The support person may not have any personal involvement or conflict of interest in the matter of the complaint. The support person is governed by all other directions in this policy.

Any documents that need to be gathered for use during the dispute resolution procedure will be stored by Charmayne Paul of Psych n Stats Tutor in electronic form in a password protected folder on her desktop, which only she will have access to. Where considered appropriate, agreed resolutions of complaints arising from the informal procedure may be recorded and signed by all parties.

