



Happy Healthy Kids Australia

ABN 47 288 782 106

Terms & Conditions

Privacy Policy

Introduction

The privacy of your personal information is a priority for Happy Healthy Kids Australia (ABN 47 288 782 106). This Privacy Policy explains how we collect, use, disclose and handle any personal information we collect from you, and how to contact us if you wish to access or correct your personal information, or complain about a breach of your privacy.

By using our website or submitting personal information to us you are agreeing to the terms of this Privacy Policy. This Privacy Policy may be amended from time to time if our practices change. Please do not use the website or submit any personal information if you do not agree with its terms. This Privacy Policy is for the website www.happyhealthykids.net.au and does not include any other websites.

- Happy Healthy Kids Australia will abide by the laws of the Commonwealth of Australia and its States in relation to privacy laws.
- The collection of personal information is to ensure members and prospective members can be contacted and made aware of the services available.
- The information as collected will only be for the purpose of the membership, mainly to contact members / clients, and no information will be disclosed to any third parties without prior approval from the member / client.
- Happy Healthy Kids Australia will take every reasonable precaution to protect its data from misuse, loss, or unauthorised use.
- The information as listed on our website is open and available to the public.
- All communication whether verbal and/or in writing that is of a confidential or sensitive nature remains confidential. Should this information be required to be passed onto third parties, written approval by Small Business Association of Australia will be sought from the individual.

Personal information

- If you contact us, we will collect the email address you nominate and any other identifying information you provide, such as a name or phone number.
- Please do not give us other personal or sensitive information.
- Other than circumstances such as unlawful activity or serious threats to health and safety, we do not share Personal Information with other government agencies. If you ask us about an issue that needs to be dealt with by another agency, we will provide you with the necessary details to make contact yourself. You may opt out of further contact from us at any time.

How we deal with complaints and requests

- You may request access to Personal Information about you that we hold, and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information. These services are free of charge.
- To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.
- You can contact us by email (info@happyhealthykids.net.au). We undertake to respond within 14 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

- Please view our full Complaints Policy below.

How we protect your Personal Information

- Happy Healthy Kids Australia is hosted in Australia. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical, and administrative safeguards. We update and test our security technology on an ongoing basis.
- We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your Personal Information is restricted to employees who need it to provide benefits or services to you.

Website analytics

- To improve your experience on our site, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.
- Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.
- Our website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage.
- By using this website, you consent to the processing of data about you by Google in the manner described in [Google's Privacy Policy - external site](#) and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or [use the opt-out service provided by Google - external site](#).
- *australia.gov.au* also uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information.

Our obligations

- Happy Healthy Kids Australia is bound by the provisions of the [Privacy Act 1988 \(Cth\)](#) including the [Australian Privacy Principles](#).

Cancellation and Refunds Policy

If we cancel the face-to-face workshop:

Happy Healthy Kids facilitator training workshops are best run as smaller groups; however, each session requires a minimum of 8 participants to go ahead. If this number is not met, you will be offered to transfer to another available training date or receive a full refund.

In the unlikely event the In-School Experience or Whole-School Professional Learning sessions are unexpectedly cancelled you will be given the option to transfer to another date or receive a full refund.

Given the current climate and COVID-19 restrictions, there is a possibility the training will need to be cancelled. If this is the case, you will have the option to postpone to a future training date or receive a full refund. Recommended social distancing precautions will be adhered to in all face-to-face trainings and services.

If you cancel the face-to-face workshop:

Please note there is a two-week notice period for all cancellations. If you cancel outside of the two weeks, you will receive a full refund, less a \$50 cancellation fee. Your booking is non-refundable if you cancel within the two-week cancellation period.

To cancel your booking, please provide written notice, along with a copy of your invoice/receipt.

If you cancel the live online or self-paced online workshop:

You may cancel your online workshop for any reason, at any point, in writing, (prior to commencing the workshop)

less a \$50 cancellation fee. The remainder of the workshop cost will be refunded to a designated bank account. Your online workshop order will be non-refundable if you have already commenced the learning. Please provide written notice if you wish to cancel your online workshop order.

If you want to re-enrol your self-paced online workshop:

If you do not complete the online workshop within the allocated time period, you may request, in writing, to re-enrol for a \$20 fee.

Please contact Happy Healthy Kids Australia at info@happyhealthykids.net.au if you have any queries about your booking, or if you wish to cancel.

Rescheduling your face-to-face workshop:

You may reschedule your face-to-face booking outside of the 2 week cancellation/change period for another date/location for whatever reason less a \$50 reschedule fee, per ticket/per reschedule. If you would like to reschedule within the 2 week cancellation/change period, there will be a \$75 reschedule fee.

These fees are to cover the costs associated with the face-to-face workshop including venue hire, transport fees and morning tea.

Rescheduling is dependent on new date/location availability.

Rescheduling requests must be provided in writing.

Complaints Policy

Goals of the policy

We value complaints as they assist us to improve our products, services, and customer service.

This policy has been designed to assist customers and my business. Happy Healthy Kids is committed to consistent, fair, and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction made by a customer in relation to my business, products and services.

Recording complaints

- All complaints MUST be in writing via email to info@happyhealthykids.net.au
- Please ensure you include your name and contact details along with the nature of the complaint.
- Customers' personal details or details of their complaint will not be divulged to third parties. Privacy assured.

Informing customers of progress

- We strive to resolve all complaints within 14 days.
- Customers will be given an approximate timeframe at the time we receive their written complaint.
- Customers will be informed of any changes to our products or services as a result of their complaint.
- Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of written contact. If appropriate to the complaint, we may offer discounts on future purchases, free gifts or a full refund to resolve a complaint immediately. Complaints will still be recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe and details of our complaint handling process.

Review of complaint handling policy and procedures

Happy Healthy Kids Australia is committed to continuous improvement and this policy will be reviewed regularly for effectiveness and updated.

Copyright Policy

All training sessions and resources provided to you by Happy Healthy Kids Australia is protected under the Copyright Act 1968 for the intended uses listed below.

- You have the right to run the B Happy B Healthy Social-Emotional Learning program in an educational setting.
- You are not restricted as to the number of times you run the B Happy B Healthy Social-Emotional Learning program in an educational setting.

You do not have the right to reproduce, distribute or copy the resources to use for any other purpose than those stated above.

Use of Happy Healthy Kids Australia's resources, including but not limited to the electronic activities, facilitator manual, additional program print outs and the facilitator training PowerPoint presentations, for a purpose which infringes copyright is expressly forbidden. Any person who commits such an infringement shall be personally liable under the *Copyright Act 1968*. If the resources are being used inappropriately within a business or company, the business or company may also be found liable.

COVID-19: Please note that COVID-19 vaccination certificates may be requested to be provided as per the venue's request. Recommended social distancing precautions will be adhered to in all face-to-face trainings and services.

Facilitator Training: To facilitate the B Happy B Healthy Social-Emotional Learning program you must complete the Facilitator Training Workshop. Anyone who is facilitating a group using this program, without completing the necessary training will be in breach of this contract.