



# Privacy Policy

## Our Commitment to Your Privacy

This site (narelleshiell.com) is owned and operated by Narelle Shiell. Your privacy on the Internet is of utmost importance to us. At Narelle Shiell, (hereafter referred to as NS) we want to make your experience online as satisfying and safe as possible.

Because we gather certain types of information about our users, we feel you should fully understand our policy and the terms and conditions surrounding the capture and use of that information. This privacy statement discloses what information we gather and how we use it.

This policy covers all associated NS sites, including blessedhealth.com.au, Narelleshiell.com, in-courage.me and various 3rd party sites where Narelle Shiell content is hosted.

eg. Including but not limited to Facebook, Youtube, Instagram, Vimeo, Linked-in, Zoom, Acuity Scheduling, Convertkit

### *Information Gathered & Tracked*

NS gathers three types of information about its users:

1. Information that users provide through optional, voluntary submissions. These are voluntary submissions to receive our electronic newsletters, video marketing, to participate in our free training, our paid training, in our message boards and forums, to email a friend, and from participation in polls and surveys.
2. Information NS gathers through aggregated tracking information derived mainly by tallying page views throughout our sites. This information allows us to better tailor our content to readers' needs and to help us to better understand the demographics of our audience. Because NS derives its revenue mainly from paid training programs, providing such aggregated demographic data is essential to keeping our service relevant to users. Under no circumstances does NS divulge any information about an individual user to a third party.



3. Confidential client information is taken during interview, discovery calls, sales calls and in client sessions. This information is to assist the client solve the specific issues the client has sought service to solve or assist with.

## NS Gathers User Information in The Following Processes:

### *Optional Voluntary Information:*

We offer the following free services, which require some type of voluntary submission of personal information by users:

#### 1. Electronic newsletters policy

We will offer free electronic newsletters to users. NS gathers the email addresses and, in some cases, phone numbers of users who voluntarily subscribe. Users may remove themselves from this mailing list by following the link provided in every newsletter that points users to the subscription management page. Users can also subscribe to the newsletters at the time of registration.

#### 2. Message boards/forums policy

Users of the site's Message Boards and Forums (such as Facebook, Youtube, Pinterest, Linked-in etc) must register separately for these services (all are free of charge) to post messages, although they needn't register to visit the site. During registration for some of these, the user is required to supply a username, password, and email address as required under the privacy policies of those sites.

#### 3. E-mail this to a friend policy

Our site users can choose to electronically forward a link, page, or documents to someone else if desired. The user must provide their email address, as well as that of the recipient. This information is used only in the



case of transmission errors and, of course, to let the recipient know who sent the email. The information is not used for any other purpose.

## 4. Polling

We may offer interactive polls to users so they can easily share their opinions with other users and see what our audience thinks about important issues. Opinions or other responses to polls are aggregated and are not identifiable to any particular user. NS may use a system to “tag” users after they have voted, so they can vote only once on a particular question. This tag is not correlated with information about individual users.

## 5. Survey

NS may occasionally conduct user surveys to better target our content to our audience. We never share any of this information about specific individuals with any third party.

## *Usage Tracking*

NS tracks user traffic patterns throughout all of our sites. NS does break down over all usage statistics according to a user’s domain name, browser type, and MIME type by reading this information from the browser string (information contained in every user’s browser).

NS sometimes tracks and catalogues the search terms that users enter in our Search function, but this tracking is never associated with individual users. We use tracking information to determine which areas of our sites users like and don’t like based on traffic to those areas. We do not track what individual users read, but rather how well each page performs overall. This helps us continue to build a better service for you.

## *Cookies*

We may place a text file called a “cookie” in the browser files of your computer. The cookie itself does not contain Personal Information although it will enable us to relate your use of this site to information that you have specifically and knowingly provided.

But the only personal information a cookie can contain is information you supply yourself. A cookie can’t read data off your hard disk or read cookie



files created by other sites. NS uses cookies to track user traffic patterns (as described above). Our advertising system delivers a one-time cookie to better track ad impressions and click rates. You can refuse cookies by turning them off in your browser. If you've set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You do not need to have cookies turned on to use this site. However, you do need cookies to participate actively in message boards, forums, polling and surveys.

## *Use of Information*

NS uses any information voluntarily given by our users to enhance their experience in our network of sites, whether to provide interactive or personalised elements on the sites or to better prepare future content based on the interests of our users. As stated above, we use information that users voluntarily provide in order to send out electronic newsletters and to enable users to participate in polls, surveys, message boards, and forums. We send out newsletters to subscribers on a regular schedule (depending on the newsletter), and occasionally send out special editions when we think subscribers might be particularly interested in something we are doing. NS never shares newsletter mailing lists with any third parties, including advertisers, sponsors or partners. When we use tracking information to determine which areas of our sites users like and don't like based on traffic to those areas. We do not track what individual users read, but rather how well each page performs overall. This helps us continue to build a better service for you. We track search terms entered in Search function as one of many measures of what interests our users. NS creates aggregate reports on user demographics and traffic patterns. We will not disclose any information about any individual user except to comply with applicable law or valid legal process or to protect the personal safety of our users or the public.

## *Sharing of Information*

NS uses the above-described information to tailor our content to suit your needs and help us to better understand our audience's demographics. This is essential to keeping our service running. We will not share information about individual users with any third party, except to comply with applicable law or valid legal process or to protect the personal safety of our users or the public.



Information that is recorded during confidential client interviews or discussions is done so for client review and all recordings will be provided to the client via a google drive link. They are confidential in nature and therefore maintained securely and not published online or offline unless there is a subpoena requiring them to be presented in an Australian court of law.

## *Client / Practitioner Confidentiality*

All client/practitioner communications either online via conferencing tools such as skype or zoom may be recorded for later review by both practitioner and client. These recordings will be made available to the client within 48 hours of recording. These sessions are to remain strictly confidential and neither party will share them with a 3<sup>rd</sup> parties or publish them online.

The only circumstances under which client sessions will be discussed with a 3<sup>rd</sup> party is in the event of a life-threatening emergency, where there is a duty of care to prevent threat to life or limb. In these cases, relevant authorities such as police or ambulance will be notified. In the event of a subpoena where NS is required by an Australian court of law to produce this information, the relevant information will be released for that purpose only.

## *Security*

NS operates secure data networks protected by industry standard password protection systems. Our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised individuals have access to the information provided by our customers.

## *Opt-Out Policy*

We give users options wherever necessary and practical. Such choices include:

- Opting not to register to receive our electronic newsletters.
- Opting not to participate in certain interactive areas, which completely alleviates the need to gather any personally identifiable information from our users.



## *Your Consent*

By using this site, you consent to the collection and use of this information by NS. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose.

*Narelle Shiell*

Last Updated: November 2, 2016