

13 September 2017

## Juiced TV - Privacy Policy

---

### 1. About this Privacy Policy

We are committed to protecting your privacy and safeguarding your personal information. We are committed to handling personal information in accordance with the Australian Privacy Act 1988 (Cth) and Australian Privacy Principles.

The purpose of this Privacy Policy ("**Policy**") is to inform you about the types of personal information we collect, hold, use and disclose. It also explains how we collect, hold and use personal information, and to whom we may disclose personal information. This Policy also outlines what you can do if you have concerns about this Policy or your privacy.

In this Policy:

"**personal information**" means information or an opinion about an identified individual, or an individual who is reasonably identifiable. It does not matter whether the information or opinion is true or not, or whether it is recorded in a material form or not;

"**we**", "**our**" and "**us**" refers to Juiced Enterprises Pty Ltd ABN 81 168 463 189 trading as Juiced TV; and

"**you**" and "**yourself**" refers to any individual about whom we collect personal information.

---

### 2. What kinds of personal information do we collect?

We collect personal information when you (or your parent or guardian) complete a media consent and release form (in hard copy or electronically) to provide permission for you (or your child) to participate in our films, or complete feedback forms (including E-News surveys). The kinds of personal information we collect include name, date of birth, gender, contact details (such as telephone number, email address and postal address) and medical condition information.

We collect personal information when you contact us via our website or subscribe for electronic updates. The kinds of personal information we collect include your name and contact details (such as email address).

We also collect personal information when you (or your parent or guardian) completes an online expression of interest form to participate in our films. The kinds of information we collect include name, gender, date of birth, and hospital location and contact details (such as telephone number and email address).

---

### 3. How do we collect your personal information?

We collect personal information directly from you when you complete a media consent and release form, complete feedback forms, fill out the contact us/subscription form on our website, or complete an online expression of interest form. If your parent or guardian completes these forms, then we will collect your personal information from them. Collection can occur in a number of different ways, such as from an online form, email and mail.

---

### 4. How do we hold your personal information?

We hold personal information in an electronic database which may be hosted by a third party service provider.

We take physical and electronic security measures to safeguard personal information from loss, misuse, unauthorised access, modification or disclosure. This may include restricting access to personal information, entering into confidentiality agreements with third parties and using current technological protection measures.

---

## **5. What are the purposes for which we collect, hold, use and disclose your personal information?**

We collect, hold, use and disclose personal information for the following purposes:

- (a) obtaining permission for you or your child to take part in our films;
- (b) collecting expressions of interest for children who wish to take part in our films;
- (c) managing your relationship with us;
- (d) so that you can be contacted to verify information that has been provided to us;
- (e) responding to enquiries and communications we receive about us and our services;
- (f) collecting feedback and developing, improving, managing and administering our services;
- (g) telling you about our services (if you have subscribed to our E-News); and
- (h) other purposes which are disclosed at the time of collection or which you consent to or are required by law.

---

## **6. Do we disclose personal information to overseas recipients?**

Our services are provided only within Australia. We do not disclose personal information to overseas recipients.

---

## **7. How can you access, update or seek correction of your personal information?**

You can contact us to ask for access to your personal information held by us or request to have it updated or corrected. To protect your personal information, we will always confirm your identity before giving access or making any change. In limited circumstances, we may decline your request to access or to update your personal information. If that happens, we will provide you a written reason for our decision.

Generally, there is no cost for accessing your personal information unless the request is complex, resource intensive or we incur additional costs in providing you with access. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we proceed.

If you wish to have your personal information removed from our records, you may request that your personal information be removed or destroyed. It may not always be possible to comply with your request.

---

## **8. Who do we disclose personal information to?**

We may disclose your personal information to our agents and contractors, as well as our related companies. We will not disclose your personal information to anyone else, including the media or industry bodies, without your prior consent. If we disclose your personal

information to a third party, we will generally require the third party to protect personal information in the same way we do.

We may disclose your personal information to public authorities if we are required to do so by law.

We will never sell your personal information to anyone else.

---

## **9. Can you deal with us anonymously?**

In some cases, you may be able to deal with us anonymously (for example, browsing our website). However, it is generally not practicable for us to deal with you anonymously on an ongoing basis. If we cannot collect personal information about you, you may not be able to participate in our films or use our services and we might not be able to respond or otherwise deal with you.

---

## **10. How do you make a complaint?**

If you have any questions or concerns about this Policy or how your personal information is handled by us, you may contact us. Our contact details are at the end of this Policy.

We will aim to respond to your request or complaint promptly. We take all complaints seriously and are committed to a quick and fair resolution.

You may also make a complaint to the Office of the Australian Information Commissioner (phone 1300 363 992). Their website also contains further information about making complaints relating to privacy.

---

## **11. How do we change this Policy?**

We may change this Policy at any time without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

You can download the latest copy of the Policy at <http://www.juicedtv.com.au/media/1077/juiced-tv-privacy-policy-2017.pdf>

---

## **12. How do you contact us?**

You can contact us by emailing us at [hello@juicedtv.com.au](mailto:hello@juicedtv.com.au) or telephoning us on (07) 3161 4456.