



## Juiced TV - Privacy Policy

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### 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) (**Privacy Act**) and Australian Privacy Principles (**APPs**).

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:

"**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.

#### What is personal information?

"Personal information" is information or an opinion, in any form and whether true or not, about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, address, contact number and email address.

"Sensitive information" is a special category of personal information. Sensitive information includes health information and information about an individual's race or ethnic origin, philosophical beliefs, membership of a professional or trade association, membership of a trade union, religious or philosophical beliefs and sexual orientation or practices.

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### 2. What kinds of personal information we collect and hold?

The kinds of personal information we collect and hold about you depends on the nature of your dealings with us and the circumstances of collection, including whether we collect the information from you as a patient of the Queensland Children's Hospital (**Patient**), guest of Juiced TV (**Guest**), a parent or guardian of a Patient or Guest, third party supplier or contractor or sponsor (**Third Party**), job or volunteer applicant (**Applicant**) or in some other capacity.

For example:

- if you are a Patient, we may collect your name, gender, age, date of birth, residential address, telephone number and email address. We may also collect your sensitive information including (but not limited to) health information, provided we have your express consent to do so and such sensitive information is reasonably necessary for our functions or activities;
- if you are a Guest or a parent/guardian of a Guest or Patient, we may collect your name, gender, age, date of birth, residential address, telephone number, email address, recordings of the Guest (including photos, images, videos, films, sound recordings, tapes and other recordings, whether made, generated or delivered digitally, virtually or in person) and any other information you provide to us in consenting to being a Guest;



- if you are a Third Party, we may collect your name, your business name, residential and/or business address, bank account details and any other information you provide to us as a third party supplier, contractor or sponsor to us;
- if you are an Applicant, we may collect your name, date of birth, residential address, telephone number, email address, occupation, employment details, educational qualifications, resume and reference checks and any other relevant information you provide to us as part of your application for employment or volunteering opportunities; and
- if you deal with us in some other capacity, we may collect your name and contact details and any other information you choose to provide to us.

We may also collect details of the interactions you have with us.

We may only collect sensitive information (such as health information) about you with your express consent (unless we are otherwise required or authorised by or under law to do so).

If you provide us with personal information about another person, please make sure that you tell them about this privacy policy.

If you are or become an employee, the handling of your personal information may be exempt from the APPs if it is directly related to your current or former employment relationship with us.

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

We collect personal information in a variety of ways, including (but not limited to):

- from you directly (such as via our media release forms, or when you interact with us in writing, electronically or by telephone);
- when you communicate with us through our website or via social media (including our digital channels on YouTube, Facebook, Instagram, LinkedIn and Twitter); and
- from third parties such as the Queensland Children's Hospital, our sponsors and our supporters.

#### **3.1 Do we collect information other than personal information?**

Some of the information collected about your visit to our website is not personal information, because it does not reveal your identity. For example, we may record your IP address, the date and time of your visit, the pages you viewed, the page you came from to get to our site, any documents you downloaded and the type of browser and operating system you used.

If collected, this information will be used and disclosed by us in anonymous, aggregated form only, for purposes including statistical analysis and web site development. You are not individually identified, however we reserve the right to use or disclose this information to try to locate an individual where we reasonably believe the individual may have engaged in any unlawful or inappropriate activity in connection with our website, or where we are otherwise required or authorised by law to do so.

#### **3.2 Do we use cookies?**

We use data collection devices such as "cookies" on certain web pages to help analyse our web page flow and measure promotional effectiveness. Cookies are pieces of information a



website sends to an individual's device while they are viewing the website. Cookies allow the website to remember important information that will make your visit to the site more useful. We use cookies to help improve your future visits. If you do not wish to receive a cookie or if you wish to set your browser to warn you each time a cookie is being sent, or if you wish to turn off all cookies, use the options on your browser to assist you. The Help documentation on your browser may assist you in changing your cookie preferences. Please note that by turning cookies off, you will not have access to many features available on our website.

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#### **4. How we hold personal information, and quality and security of personal information**

We generally hold personal information in an electronic database and/or computer systems, including computer systems operated for us by our service providers. We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure. This includes taking appropriate security measures to protect electronic materials, and requiring our service providers to do so.

We take reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete, up to date and relevant. You can help us by letting us know (using the contact details at the end of this policy) about any changes to your personal information, such as your address and phone number.

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

We collect, hold, use and disclose personal information for a range of purposes, including (but not limited to):

- for any purpose we inform you about when we collect your personal information or to which you have provided your consent including but not limited to for production, publication, marketing and commercialisation purposes;
- any related purpose which would be reasonably necessary or directly related to one or more of our functions or activities;
- responding to enquiries in relation to our function or activities;
- to respond to your enquiries about our function or activities;
- to process payments made by us for Third Parties;
- for our administrative purposes and internal record keeping;
- to provide you with service or technical support, and deal with any complaints or feedback you have;
- to perform research and analysis, and improve or develop our function or activities;
- to manage our relationships with our Third Parties;
- to consider Applicants for current and future employment or volunteer opportunities;
- to comply with industry, legal and regulatory requirements; and/or



- where permitted or required by law, a court or tribunal.

We may use and disclose your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

If we are unable to collect personal information from or about you, we may not be able to provide you access to our services or respond to your requests or enquiries or engage in certain other dealings with you.

## 5.1 Direct marketing

We may use your personal information so we can contact you with information about our products and services, special offers, promotions and events that may be of interest to you.

We may contact you by email, mail or telephone. You can let us know at any time if you no longer wish to receive these communications, by contacting us (using the contact details at the end of this policy) or using the opt-out/unsubscribe facility in our communications.

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## 6. 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.

Our website (<https://juicedtv.com.au/>)

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## 7. Who do we disclose personal information to?

In conducting our business, we may disclose your personal information to third parties for the purposes outlined above. These third parties may include, where appropriate:

- those that you have consented we disclose your personal information to, either impliedly by your conduct, verbally or in writing;
- our authorised sponsors (including Children's Hospital Foundation);
- our related companies;
- financial institutions for payment processing;
- our contracted service providers, including:



- delivery and shipping providers;
- information technology service providers (including database storage and service providers, and cloud service providers);
- marketing, promotional and market research agencies; and
- external business advisors (such as auditors and lawyers),
- in the case of a sale of our business (in whole or part), to the purchaser (as an asset of the business); and/or
- if you are an Applicant, referees whose details you have provided to us.

We will not disclose your personal information to anyone else, including the media or industry bodies, without your prior consent.

We may also disclose your personal information to other third parties and for other purposes where we are required or authorised by or under law to do so (including where you have provided your consent).

## **7.1 Disclosure of personal information to overseas recipients**

Some of our service providers are located outside Australia. As a result, personal information collected and held by us may be transferred to recipients in other countries. In particular, we may disclose personal information, including sensitive information to our service providers of database storage and cloud storage located in various overseas locations including the United States of America.

Where we arrange for work or services to be undertaken on our behalf, that work is undertaken under conditions of confidentiality and may result in your personal information being transferred, accessed, processed and/or stored (for example, on clouds or servers) in various countries for the purpose of service delivery to us or you.

Unless an exception applies in the Privacy Act, prior to disclosing personal information to overseas recipients we will take reasonable steps in the circumstances to ensure that the overseas recipient adheres to the APPs.

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## **8. 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.

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## **9. 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 ([www.oaic.gov.au](http://www.oaic.gov.au)).

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## 10. How do we change this Policy?

We may amend this privacy policy from time to time at our discretion and without notice to you. We recommend that you visit our website regularly to keep up to date with any changes. The latest version of this Policy will be posted at our website (<https://juicedtv.com.au/>).

How do you contact us? If you would like more information about our approach to privacy, or if you wish to contact us regarding the information set out in this privacy policy, please contact us:

- by phone: 0401 416 649
- by email: [hello@juicedtv.com.au](mailto:hello@juicedtv.com.au)
- by post: Attention: Managing Director  
Ground Floor 217 Logan Road  
Woolloongabba, 4102 QLD

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