



**RADIANCE ACADEMY  
TOOWOOMBA**  
**Where dancers shine!**

High Street Shopping Centre  
Phone Sally on 0437 012 653  
radianceacademytoowoomba.com  
office@radianceacademytoowoomba.com

PO Box 8149  
Toowoomba South Qld 4350

05/01/2021

### **Staff Policy and Procedures Document 25A— Privacy and Confidentiality**

At Radiance Academy Toowoomba client confidentiality is of vital importance to us. It is Radiance Academy Toowoomba's policy to respect your privacy regarding any information we may collect while operating our websites.

- 1) We don't share client personal information with anyone except to comply with the law, develop our products, protect our rights and to communicate with our clients (dancers and parents).
- 2) We don't store credit card information unless you have given us permission to process payments by Easy Pay.
- 3) All credit card information is stored securely by our processing partners (Stripe, Square, Studio Pro) using the latest technology for encryption and following the most up-to-date guidelines provided by the Payment Card Industry your information has been provided to us by you with your consent for the purposes of providing Radiance Academy Toowoomba services for our Customers.
- 4) In the event that a client discontinues its partnership with Radiance Academy Toowoomba, all data will be immediately archived, unless otherwise required by the credit card processing company which may obligate data be stored for a period of time online for compliance reasons.
- 5) Only Radiance Academy Toowoomba will have access to any personally identifying information related to our client's accounts. Radiance Academy Toowoomba will not provide or otherwise distribute any personally identifying information to any third party for any reason other than a legal request properly executed by someone in authority. All personally identifying information used by the site is held for the purposes of fulfilling the main function of the site.
- 6) Certain visitors to Radiance Academy Toowoomba's websites choose to interact with Radiance Academy Toowoomba in ways that require us to gather personally-identifying information.
- 7) The amount and type of information that Radiance Academy Toowoomba gathers depends on the nature of the interaction. For example, we ask clients who sign up at Radiance Academy Toowoomba to provide a username and email address.
- 8) Those who engage in transactions with us are asked to provide additional information, including as necessary the personal and financial information required to process those transactions. In each case, Radiance Academy Toowoomba collects such information only insofar as is necessary or appropriate to fulfill the purpose of the client's interaction with us..

9. Radiance Academy Toowoomba does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.
10. Radiance Academy Toowoomba discloses potentially personally-identifying and personally-identifying information only to those of its employees, contractors and affiliated organizations that (i) need to know that information in order to process it on Radiance Academy Toowoomba's behalf or to provide services available at Radiance Academy Toowoomba website, and (ii) that have agreed not to disclose it to others.
11. Radiance Academy Toowoomba takes all measures reasonably necessary to protect against the unauthorized access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

### **Employees of Radiance Academy Toowoomba**

- a. Will not disclose any information about dancers or their parents that they are privy to in their employment with Radiance Academy Toowoomba
- b. Do not discuss Radiance Academy Toowoomba business regarding intellectual property, finances, students or parents with anyone outside the business.
- c. May not copy, distribute, transmit, perform, reproduce, publish or licence any material, intellectual property from the Radiance Academy Toowoomba website or originating from Radiance Academy Toowoomba.
- d. Must not transfer or sell any information, functionality or product or services offered by Radiance Academy Toowoomba.
- e. Must not reproduce any photographs belonging to Radiance Academy Toowoomba without prior permission.
- f. Will not use confidential information for any personal benefit or profit
- g. Disclose confidential information to anyone outside of Radiance Academy Toowoomba
- h. Replicate confidential documents and files and store them on insecure devices.
- i. When employees stop working for Radiance Academy Toowoomba they are obliged to return any property to Radiance Academy and delete any information from their own personal devices.
- j. This policy is binding even after separation of employment.
- k. Employee agrees not to use, disclose or communicate, in any manner, proprietary information about Radiance Academy Toowoomba, its operations, clientele, or any other proprietary information, that relate to the business of Radiance Academy Toowoomba. This includes, but is not limited to, the names of Radiance Academy Toowoomba's customers, its marketing strategies, operations, or any other information of any kind which would be deemed confidential or proprietary information of Radiance Academy Toowoomba
- l. Employee agrees that for a period of \_\_\_\_\_ following termination of employment, for any reason whatsoever, Employee will not solicit customers or clients of Radiance Academy Toowoomba. By agreeing to this covenant, Employee acknowledges that their contributions to Radiance Academy Toowoomba are unique to Radiance Academy Toowoomba's success and that they have significant access to Radiance Academy Toowoomba's trade secrets and other confidential or proprietary information regarding Radiance Academy Toowoomba's customers or clients.
- m. Employee agrees not to recruit any of Radiance Academy Toowoomba's employees for the purpose of any outside business either during or for a period of \_\_\_\_\_ after Employee's tenure of employment with Radiance Academy Toowoomba. Employee agrees that such effort at recruitment also constitutes a violation of the non-solicitation covenant.

- n. Employee agrees that upon termination they will return to Radiance Academy Toowoomba all of Radiance Academy Toowoomba's property, including, but not limited to, intellectual property, trade secret information, customer lists, operation manuals, employee handbook, records and accounts, materials subject to copyright, trademark, or patent protection, customer and Radiance Academy Toowoomba information, credit cards, business documents, reports, keys, passes, and security devices.
- o. Employee agrees that any customers or clientele generated by Employee pursuant to employment with Radiance Academy Toowoomba are the customers and clientele of the Radiance Academy Toowoomba and subject to the non-disclosure and non-solicitation covenants set forth above.
- p. Employees agree not to operate a dance studio/retail dance merchandise outlet of any kind following termination of employment with Radiance Academy Toowoomba for a period of \_\_\_\_\_  
\_\_\_\_\_within a distance \_\_\_\_\_ kilometres from Radiance Academy Toowoomba.