



Flying Start People Privacy Policy

ABN 20 650 912 605

Welcome to flyingstartpeople.com. We are committed to protecting the privacy of our customers. This privacy policy outlines how we collect, use, disclose and manage the personal information of our customers (**users**) in accordance with the Australian Privacy Principles (APP) set out in the Privacy Act (1988).

By using our website or purchasing a toolkit, you consent to the terms outlined in this Privacy Policy.

1. Collection of Personal Information

Flying Start People collects customer information if a user registers their interest via the Flying Start People website, purchases a toolkit or sends information in an email. This includes but is not limited to your name, address, email address and company name. We may also collect information you voluntarily provide such as feedback and reviews.

Payment information including but not limited to credit card numbers, expiry dates and ccv codes is managed by Square AU Pty Ltd automatically via a secure payment processing system and this information is not visible to or shared with Flying Start People. Please refer to the privacy policy for Square AU Pty Ltd for further information:

[Square profile - Privacy Notice for Buyer Features and Square Pay \(squareup.com\)](#)

2. Use of Personal Information

We use your personal information for the purpose of processing your orders (giving you secure access to toolkits), providing customer support and improving our products and services. With your consent, we may also send you promotional materials or newsletters.

A user may opt out of receiving marketing and promotional materials but it's a condition of the Weebly (Square) website design that users can only register if they accept (tick) the acceptance of marketing and promotional materials box.

If you do not wish to receive marketing and promotional materials, please unsubscribe from the email or contact us at liz@flyingstartpeople.com and we will ensure you are removed from any mailing lists.

3. Disclosure of Personal Information

We do not sell, trade or disclose your personal information to third parties without your consent, except as required by law or in cases where it is necessary to fulfill the toolkit ordering process (e.g. payment processing).

Flying Start People partners with Square AU Pty Ltd who manage secure payment processing.



4. Security of Personal Information

We take reasonable measures to protect your information from unauthorised access, disclosure, alteration or destruction. We use secure technologies to encrypt and safeguard your data during transmission.

In the event there is a breach of your personal data, we will contact you within 24 hours of the breach confirmation to advise what has happened and remedial action taken or in progress.

5. Date Retention

Customer (user) data will be retained for a maximum of three (3) years from the date of personal registration via the Flying Start People website or most recent toolkit purchase, whichever is most recent.

If Flying Start People ceases to operate as a business, all customer (user) data will be deleted within 1 week of the website ceasing to operate.

6. Access and Correction

Users have the right to access the personal data we hold about them and request corrections if needed. Please contact us at liz@flyingstartpeople.com to arrange this.

Passwords can be changed directly from the Flying Start People website. We do not have access to individual passwords but can send a link to users for them to reset passwords if required.

7. Cookies & Analytics

The Flying Start People website may use cookies to enhance a user's browsing experience. We may also use analytics tools to collect information about how users interact with the website. This information is used for statistical analysis and website/toolkit improvement.

8. Changes to the Privacy Policy

Flying Start People reserves the right to update or modify the Privacy Policy at any time. Any changes will be effectively on posting to the Flying Start People website. It is the user's responsibility to review the Privacy Policy periodically.

If you have any questions or concerns about our Privacy Policy or the way we handle your personal information, please contact us at liz@flyingstartpeople.com.

