



Karen Morley & Associates Privacy Policy

Who we are

Karen Morley & Associates is the professional executive coaching and leadership practice of Dr. Karen Morley, operating in Melbourne, Australia. Our website address is:

www.karenmorley.com.au.

Personal information we collect and why we collect it

We collect the information you voluntarily provide when you are using the Site. This may include your name, address, email and phone number.

Information we collect from your device when you visit the site

As is true of most online sites, we gather certain information automatically and store it. This information may include your Internet protocol address, browser type, Internet service provider, operating system, and the date and time you accessed our Site. We may link this automatically collected data to other information we collect about you so that we can provide a better user experience.

We, and the various integrations we use on the website, use cookies, pixels and similar technologies. These technologies are used to identify you while you are using our site, analyse trends, administer the site and gather demographic information about our user base as a whole.

Cookies are maintained by your web browser and you can view and turn them off in your browser. The method for deleting them will vary depending on which browser you are using. Please refer to the following list for more information:

- [Google Chrome](#)
- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Safari \(Desktop\)](#)
- [Safari \(Mobile\)](#)
- [Android Browser](#)
- [Opera](#)
- [Opera Mobile](#)

For other browsers, please consult the documentation that your browser provides.

Please be aware that if you disable cookies, you may not be able to access certain areas or take advantage of certain features or services on our website.

We use Google Analytics to collect statistics on visitor traffic to our website such as length of visit and pages viewed. The information is anonymous and does not identify specific visitors. This information helps us understand how people are using the website, so we can make improvements, such as:

- Collecting information on which web pages visitors go to most often
- Making sure that the website is working properly
- Ensuring we are pitching to the right audience in the right way
- Analysing trends
- Tracking user movements around the website
- Gathering demographic information about our user base

We use Google fonts to ensure brand consistency. Our Google Fonts are directly linked via the Google API. We do not use this information directly,

We use Google's reCAPTCHA to protect our forms from malicious robots. The reCAPTCHA API works by collecting hardware and software information, such as device and application data, and sending these data to Google for analysis. The information collected in connection with use of the service will be used for improving reCAPTCHA and for general security purposes. It will not be used for personalised advertising by Google.

Please read Google's [Terms](#), [Privacy Policy](#) and [Cookies Policy](#) on how to view and delete your data collected.

Information we collect when you shop with us

We collect information about you when you view products in our store, and during the checkout process via our shop provider WooCommerce.

Cookies are used by WooCommerce in a variety of ways to make your experience of shopping with us a pleasant one. While you visit our site, WooCommerce tracks:

- Products you've viewed: for example we'll use this to show you products you've recently viewed
- Location, IP address and browser type: we'll use this for purposes like estimating taxes and shipping

- Shipping address: we'll ask you to enter this so we can, for instance, estimate shipping before you place an order, and to send you your order.

We also use cookies to keep track of cart contents while you're browsing our site.

When you purchase from us, we'll ask you to provide information including your name, billing address, shipping address, email address, phone number, and credit card information for payment. We'll use this information for several purposes, including to:

- Ensure you receive your product and that your payment is processed
- Send you information about your account and order
- Respond to your requests, including refunds and complaints
- Process payments and prevent fraud
- Comply with any legal obligations we have, such as calculating taxes
- Improve our store offerings.

If you create an account, we will store your name, address, email and phone number, which will be used to populate the checkout for future orders.

We accept payments through Stripe. When processing payments, some of your data will be passed to Stripe, including information required to process or support the payment, such as the purchase total and billing information. Information shared to process payments includes you name, email, address, phone, unique payment identifier and payment provider identifier. Please see the [Stripe Privacy Policy](#) for more details.

We generally store information about you for as long as we need the information for the purposes for which we collect and use it, and we are not legally required to continue to keep it. For example, we will store order information that is required for tax and accounting purposes for at least seven years.

We will also store comments or reviews, if you choose to leave them.

For more information about how your Shop information is treated by WooCommerce, please review their privacy policy [here](#).

Information we collect in website forms, such as contact and sign-up forms

We use ActiveCampaign to manage site forms, for example, if you complete a form to download a whitepaper or access a webinar recording.

ActiveCampaign's site tracking feature tracks your visits to our website and associates those page visits with contact records. It also collects your IP address if you are one of our contacts.

Site tracking allows us to see which web pages you visit so we can create segments and send targeted campaigns, display site messages to specific contacts, and measure the impact of our marketing campaigns.

You can unsubscribe from newsletters and other emails from us at any time by clicking on the unsubscribe button and when you do, your status is changed in your contact record in ActiveCampaign so that you do not receive any further marketing from us. We generally store information about you for as long as we need the information for the purposes for which we collect and use it.

You can read more about ActiveCampaign's privacy policy [here](#) and their security policy [here](#).

Information we collect if you complete a quiz

We use Outgrow to manage our quizzes. If you complete a quiz, information such as your name, email and your quiz responses and results are collected. Outgrow collects such information only as is necessary or appropriate to fulfill the purpose of completing the quiz and obtaining your result.

We keep aggregated data on quiz results and may from time to time report on anonymised trends. You can read more about Outgrow's privacy policy [here](#).

Information we collect if you leave a comment on the website

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

When you leave comments on the site we collect the data shown in the comments form, and also your IP address and browser user agent string to help spam detection.

An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available [here](#). After approval of your comment, your profile picture is visible to the public in the context of your comment.

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

Information that may be collected by other websites if their content is embedded on karenmorley.com.au.

Articles on this site may include embedded content (e.g. [Vimeo videos](#), images, articles, payment gateway etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

How can you manage the information we keep about you?

You have the right at any time to request that personal data is deleted and we will do so within 30 days of your request providing there is no compelling reason for its continued processing (for example, for legal or tax reasons).

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

If you want to opt out of future communications such as our newsletter, you can do so at any time by requesting this be done, or by clicking on unsubscribe at the bottom of the email communication you receive.