Privacy collection notice

Skein Machine Fibre Arts Retreats

Who collects it

Skein Machine Fibre Arts Retreats collects personal information when you apply for an account, when you book a ticket, and when you write to us. This notice is for the Australian Privacy Principles in the Privacy Act 1988 (Cth). If the Act does not apply to us because we are a small business under the threshold, we still handle information this way.

What we collect

We collect your name, email, phone, country, address, organisation if you give one, dietary requirements, accessibility or assistance requirements, which retreat you book, and the record of deposits, part payments, and refunds. We also keep the messages you send through the portal. We do not collect card numbers in this portal. Card payments are taken at checkout, by phone, or by bank deposit.

Why we collect it

We use it to consider your application, hold your place, contact you about the deposit and later payments, plan meals and access, run the retreat, send you the documents for that retreat, and keep the accounts an Australian business must keep. Dietary and accessibility details are used so the retreat can accommodate you. If you do not give us a way to contact you, we cannot confirm the booking or collect the deposit.

Who else sees it

Staff and tutors see the details they need to host you. A venue may be told your name and any access need that affects the room. We do not sell personal information. We may disclose it if the law requires it. Payment references you give us are stored with the payment record.

Where it is kept

The portal stores information on systems we control. If a retreat is outside Australia, a local venue or tutor in that country may receive the details they need to host you. You can ask what was sent.

Access and correction

You can see and correct your details in your account, and you can ask us for the payment record. Email the contact address on the website. We correct information that is wrong. You can complain to us first, and you can complain to the Office of the Australian Information Commissioner if you are not satisfied.