

PRIVACY POLICY

Effective Date: 1 July 2026

1. Introduction

Welcome to Thrive and Survive Life Coaching ("We"). We are committed to protecting the privacy and confidentiality of our clients and website visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you engage with our online life coaching services, website, or communications.

By accessing our website or engaging our services, you consent to the practices described in this Privacy Policy. If you do not agree with the terms of this policy, please do not use our services.

This policy complies with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Information We Collect

2.1 Personal Information You Provide

We may collect the following categories of personal information directly from you:

- Full name and contact details (email address, phone number, postal address)
- Health, wellness, and lifestyle information shared during coaching sessions
- Goals, personal challenges, and other information disclosed in the coaching context
- Communications, notes, and materials exchanged during our working relationship

2.2 Information Collected Automatically

When you visit our website, we may automatically collect:

- IP address and browser type
- Pages visited and time spent on our website
- Device type and operating system
- Referring URLs and search terms
- Cookies and similar tracking technologies (see Section 8)

3. How We Use Your Information

We use your personal information for the following purposes:

- To deliver and manage life coaching services tailored to your needs
- To communicate with you regarding sessions, scheduling, and follow-up

- To process payments and maintain financial records
- To send service-related information
- To comply with legal, regulatory, and professional obligations

We will not use your personal information for purposes other than those listed above without your prior consent, unless required by law.

4. Sensitive Information - Confidentiality

Life coaching may involve the disclosure of sensitive personal information, including mental health, physical health, relationships, finances, or other deeply personal matters. We treat all such information with the highest degree of confidentiality and discretion.

We will only collect sensitive information that is reasonably necessary for delivering our services, and we will handle it in accordance with the Australian Privacy Principles. Sensitive information will not be used or disclosed for secondary purposes without your explicit consent, except where required by law.

Important disclaimer: Life coaching is not a substitute for professional psychological, medical, legal, or financial advice. If you are experiencing a mental health crisis or medical emergency, please contact the appropriate professional service or emergency services immediately.

5. Disclosure of Your Information

5.1 Third-Party Service Providers

We may share your information with trusted third-party service providers who assist us in operating our business, including:

- Video conferencing platforms used for coaching sessions (e.g. Zoom, Teams, WhatsApp)
- Scheduling and booking software
- Email and communication platforms
- Cloud storage and document management services

These providers are required to handle your information in accordance with applicable privacy laws and are prohibited from using it for their own purposes.

5.2 Legal Requirements

We may disclose your information if required to do so by law, court order, or government authority, or where we believe in good faith that disclosure is necessary to:

- Comply with a legal obligation
- Protect and defend our legal rights
- Prevent or investigate possible wrongdoing
- Protect the safety of our clients or the public

5.3 Duty of Care Disclosures

In exceptional circumstances, where we have a genuine belief that you or another person is at serious and imminent risk of harm, we may be required to disclose information to relevant

authorities or emergency services without your consent. This will only occur when legally required or ethically necessary.

6. Data Security

We take all reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. While we strive to protect your information, no method of internet transmission, electronic or Cloud based storage is completely secure.

7. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, including:

- For the duration of our coaching relationship
- As required by applicable law or regulatory obligations (typically 7 years for financial records)
- To resolve disputes or enforce our agreements

After the applicable retention period, personal information will be securely deleted.

8. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to improve your browsing experience. Cookies are small text files stored on your device that help us:

- Remember your preferences and settings
- Analyse website traffic and performance
- Understand how visitors interact with our content

You may disable cookies through your browser settings; however, this may affect the functionality of our website. By continuing to use our website, you consent to our use of cookies in accordance with this policy.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or for other operational reasons. We will notify you of material changes by:

- Posting the updated policy on our website with a revised effective date

Your continued use of our services after any changes constitutes your acceptance of the updated Privacy Policy.