This document sets out my Privacy Policy. It describes how I collect and manage your personal information when we interact. If you have any questions or concerns about how your personal information is being handled, please do not hesitate to contact me.

**Personal Information**

If you engage with me via my website, or choose to become my client, I may ask to collect the

following kinds of personal information from you, including:

**CONTACT DETAILS**

• Your name and email address

• Your phone number if you are enquiring about my services

• Your address if you purchase my in-home services

**INTERACTION**

• Information that allows me to tailor my service to your needs

**INTERNET**

• My website uses Google Analytics to understand how visitors use the website. This means

Google may save you IP address, but I do not have access to it.

<https://policies.google.com/technologies/partner-sites>

**Collection and Use**

I collect your personal information via an intake interview and the use of an intake form once you have engaged my services. I also collect your information via a service review form at the end of our contact.

I use this information to:

• Respond to your needs and deliver services

• Recommend a variety of wellbeing service for your consideration to address your needs

• Improve my website and the services I provide

• Ask for reviews of my services

I will only collect your personal information:

• With your full consent

• If I need it to provide you with information or link you to further services from our somatic therapist

**Sensitive Information**

I understand that some personal information is particularly sensitive. I will only collect sensitive information by methods that are reasonably secure, such as:

• Through intake forms (hard copy during our initial interview or electronically via email if you prefer)

• In a zoom consultation or phone call or face-to-face

• When you send me information in an email

• Instagram Direct Message or Facebook Messenger, if you contact me through these

channels and want to keep using these platforms (rather than those listed above).

**The reason why I collect this information is:**

• To provide you with the most accurate information and support

• To ensure that I am providing you with the most appropriate services

• To assess whether you may benefit from supplementary wellbeing services

**The sensitive information for this purpose may include:**

• Your past experiences

• Medical history

• Your current concerns, hopes, fears and feelings relevant to our work together.

**The following information relates to my commitment to securely storing and handling your sensitive information.**

• Sensitive information is stored in a locked compartment or on a password protected computer.

• I do not collect sensitive information from children under the age of 18.

All archived sensitive information is deleted or securely destroyed after 7 years.

**Use of Personal Information**

I may disclose your personal information:

• to provide you with the services you have requested

• to provide a support package to supplement the doula services

**Security**

I take reasonable physical, technical, and administrative safeguards to protect your personal information from misuse, interference, loss, and unauthorised access, modification and disclosure.

I manage risks to your personal information by:

• storing files securely

• ensuring that only I have access to sensitive information

**Access to Information**

You can contact me to access, correct or update your personal information at any time. I will endeavour to make your information available to you within 30 days, unless there are reasons to refuse access under the Privacy Act.

Please begin the process by sending an email requesting access to your information to me at bumpNbeyond@outlook.com and I will endeavour to respond within 7 days.

**Complaints**

If a breach of this Privacy Policy occurs, or if you wish to a request a change to your personal information, you may contact me by sending an email outlining your concerns to me at bumpNbeyond@outlook.com and I will endeavour to respond within 2 working days.

If you are not satisfied with my response to your complaint you may seek a review by contacting:

• the Office of the Australian Information Commissioner using the information available at <http://www.oaic.gov.au/privacy/privacy-complaints>

**Notification of Breach**

If I have reason to suspect that a serious data breach has occurred and that this may result in harm or loss to you, I will immediately assess the situation and take appropriate remedial action. If I still believe that you are at risk, I will notify the Office of the Information Commissioner and either notify you directly, or if that is not possible, publicise a notification of the breach on this website.

**LEGAL DISCLOSURE**

I will also disclose your information if required by law to do so or in circumstances permitted by the Privacy Act – for example, where I have reasonable grounds to suspect that unlawful activity, or misconduct of a serious nature, that relates to my functions or activities has been, is being or may be engaged in, and in response to a subpoena, discovery request or a court order.

If you have any concerns regarding the disclosure of your personal information, please do not hesitate to get in touch with me to discuss this personally.

I will use all reasonable means to protect the confidentiality of your personal information while in my possession or control. I will not knowingly share any of your personal information with any third party other than the service providers who assist me in providing the information and/or Bump & Beyond services providing to you. To the extent that I do share your personal information with a Bump & Beyond service provider, I would only share what is necessary to design a tailored service to suit your needs, and only with your permission.