

Clarity to Thrive Website

Terms and Conditions



Welcome to the Clarity to Thrive website. By accessing and using this website, you agree to comply with these terms and conditions. If you do not agree, you must refrain from using the website.

1. Use of Website

- The content provided on this website is for informational purposes only and may be subject to change without notice.
- The information is general in nature and is not intended as specific advice for any individual. It should not be relied upon as a substitute for professional consultation with a healthcare provider.
- You agree to use the website for lawful purposes and not engage in any activity that could damage, disable, or impair the website or interfere with other users' access.

2. Intellectual Property

- All content, including but not limited to text, graphics, images, logos, and any other material found on this website, is the intellectual property of Clarity to Thrive unless otherwise stated.
- You may view and download material for personal, non-commercial use only. Commercial use, reproduction, or distribution without prior written permission is prohibited.

3. Disclaimer

- The content on this website is general and informational. It is not intended as professional, medical, or psychological advice and should not be relied upon as such.
- Clarity to Thrive does not warrant or make representations about the accuracy, completeness, or reliability of the information provided.
- This information is not a substitute for professional advice, diagnosis, or treatment from a licensed healthcare provider.

4. Limitation of Liability

- To the maximum extent permitted by law, Clarity to Thrive will not be liable for any direct, indirect, incidental, or consequential damages arising from the use of, or inability to use, this website or its content.
- This includes, but is not limited to, any loss of data, income, or profit resulting from your use of the website.

5. Third-Party Links

- This website may contain links to third-party websites for convenience. Clarity to Thrive is not responsible for the content or privacy practices of those sites.
- The inclusion of links does not imply endorsement or approval of those websites or their content.

6. Privacy

- Clarity to Thrive respects your privacy and is committed to protecting any personal information you provide. Please refer to our Privacy Policy for details on how we handle your data.
- By using this website, you consent to the collection, use, and storage of your personal information as outlined in our Privacy Policy.

7. Cookies

- This website uses cookies to enhance your browsing experience and collect information on traffic and usage patterns. You may disable cookies in your browser settings, but doing so may limit your use of certain website features.

8. Australian Consumer Law Compliance

- Under Australian Consumer Law, nothing in these terms excludes your rights or guarantees, such as the right to a refund if our services do not meet acceptable quality standards.
- If you believe our services do not comply with Australian Consumer Law, please contact us so we can address your concerns in accordance with your statutory rights.

9. Indemnity

- By using this website, you agree to indemnify and hold harmless Clarity to Thrive, its directors, employees, and affiliates from any claims, liabilities, damages, or expenses arising from your use of the website or your breach of these terms.

10. Changes to Terms and Conditions

- Clarity to Thrive reserves the right to modify these Terms and Conditions at any time without prior notice. It is your responsibility to review the terms periodically for updates.

11. Governing Law

- These Terms and Conditions are governed by and construed in accordance with the laws of Australia. Any disputes arising from these terms will be subject to the exclusive jurisdiction of Australian courts.

13. Contact Information

For any inquiries or concerns about these Terms and Conditions, please contact us using the Contact Us page at www.claritytothrive.com.au

Clarity to Thrive Website

Privacy Policy



1. Introduction

Clarity to Thrive is committed to safeguarding your privacy and ensuring the confidentiality of any personal information collected via our website. This Privacy Policy outlines how we collect, use, store, and disclose your personal information in accordance with the **Australian Privacy Principles (APPs)** under the **Privacy Act 1988**.

By accessing our website and using our services, you agree to the terms of this Privacy Policy.

2. Collection of Personal Information

We collect personal information from you when you interact with our website, such as when you:

- Visit our website and engage with its content.
- Submit inquiries, make bookings, or subscribe to our mailing list.
- Participate in surveys, promotions, or any other website-related activities.

The types of personal information we collect may include:

- **Name, contact details, and demographic information** (such as your age, email address, and phone number) to provide our services.
- **Information relating to your appointment bookings** or any feedback provided through forms or emails.
- **Technical data** such as your IP address, browser type, and website usage patterns via cookies (see Section 7 for more information).

3. Purpose of Data Collection

We collect your personal information to:

- Respond to your inquiries and manage appointments.
- Deliver services that you request, including therapy sessions and associated communications.
- Improve our website's performance, user experience, and overall functionality.
- Send relevant updates, newsletters, or promotional content, if you have opted in for such communication.

4. Use and Disclosure of Personal Information

Your personal information will not be shared, sold, or disclosed for any purpose other than the intended use, except in the following situations:

- **Consent:** Where you have provided your explicit consent to share your information.

- **Legal obligations:** If we are required by law, court order, or government regulation to disclose your personal information.
- **Protection and safety:** If necessary to protect your rights, our rights, or others, we may disclose relevant information.
- **Third-party service providers:** We may share limited personal information with trusted third parties who assist in providing services (such as payment processing or IT support). These third parties are bound by confidentiality agreements and required to comply with Australian privacy standards.

5. Data Storage and Security

Clarity to Thrive takes all reasonable steps to protect the security of your personal information from unauthorised access, misuse, or loss. Your personal information is stored in secure, password-protected systems. We also implement physical, electronic, and procedural safeguards to ensure the confidentiality and security of the data we store.

Despite these measures, the transmission of information over the internet is not completely secure. While we strive to protect your personal information, we cannot guarantee the security of any information transmitted to or from our website.

6. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected or as required by law. Once the information is no longer needed, we will securely dispose of or anonymize it, following best practices for data disposal.

7. Cookies and Analytics

Our website uses cookies and similar technologies to enhance your browsing experience. Cookies are small data files stored on your device that help us monitor website traffic, user activity, and improve the performance of our site. We use this data for statistical analysis and do not attempt to identify users personally through cookies.

You may choose to disable cookies in your browser settings. However, this may affect the functionality of our website.

We also use third-party analytics tools such as Google Analytics to collect anonymous data on website usage and visitor behaviour. This data is used to analyse traffic patterns and optimise user experience.

8. Your Rights

You have the right to:

- **Access your personal information:** You may request access to the personal data we hold about you and request corrections if necessary.
- **Withdraw consent:** If you have previously provided consent to collect, use, or disclose your personal information, you can withdraw that consent at any time by contacting us.
- **Complain:** If you believe we have breached Australian privacy laws or your privacy rights, you may file a complaint by contacting us directly. We take privacy concerns seriously and will take prompt action to resolve your complaint.

9. Third-Party Links

Our website may contain links to external websites operated by third parties. These sites are not governed by this Privacy Policy. We are not responsible for the privacy practices or content of third-party websites. Please review their respective privacy policies before providing personal information.

10. Changes to this Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or regulatory obligations. Any updates will be posted on this page with a revised "last updated" date.

We encourage you to review this Privacy Policy regularly to stay informed about how we are protecting your personal information.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, or wish to exercise your rights under Australian privacy laws, please contact us at

www.claritytothrive.com.au