

## **Privacy Policy**

### **1. Introduction**

Intentioned Performance AUS ("we," "our," "us") is committed to protecting the privacy and confidentiality of our clients, employees, and website visitors. This Privacy Policy outlines how we collect, use, disclose, and safeguard personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### **2. Scope**

This policy applies to all personal information collected, processed, stored, and shared by Intentioned Performance AUS through our website, services, and interactions with clients and third parties.

### **3. Information We Collect**

We may collect the following types of personal information:

- **Personal details** (e.g., name, address, phone number, email)
- **Health-related information** (only when relevant to our services and with your consent)
- **Payment details** (for processing transactions securely)
- **Website usage data** (e.g., IP address, cookies, browsing behaviour)
- **Professional and employment details** (for business engagements and employment applications)

### **4. How We Collect Personal Information**

We may collect personal information through:

- Direct interactions (e.g., phone calls, emails, consultations, registration forms)
- Our website (via cookies and analytics tools)
- Third-party service providers assisting with our operations
- Social media and marketing platforms

### **5. Purpose of Collection and Use**

We collect personal information for the following purposes:

- To provide and improve our mental health and wellness services
- To manage client relationships and respond to inquiries
- To process payments and administer billing
- To comply with legal and regulatory obligations
- For marketing and communication purposes (with your consent)

- To enhance website functionality and user experience

## **6. Disclosure of Personal Information**

We do not sell or rent personal information. However, we may disclose it to:

- Service providers and third parties assisting in delivering our services
- Regulatory bodies, legal authorities, or insurers where required by law
- Professional advisors such as accountants and lawyers
- Other parties with your explicit consent

## **7. Data Security and Retention**

We implement appropriate security measures to protect personal information from unauthorized access, misuse, or loss. Personal data is retained only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

## **8. Access and Correction**

You have the right to access and correct your personal information. Requests can be made by contacting us at [Insert Contact Email]. We will respond promptly in accordance with legal obligations.

## **9. Cookies and Online Tracking**

Our website may use cookies and similar tracking technologies to improve user experience. You can manage cookie preferences via your browser settings.

## **10. Complaints and Contact Information**

If you have any concerns regarding your privacy or our handling of your personal information, please contact us at:

Intentioned Performance AUS  
McGowan Drive, Skye  
Email: leah\_s@intentionedperformance.com.au  
Phone: 0477 877 733

We will endeavour to resolve complaints in a timely and fair manner.

## **11. Updates to This Policy**

This Privacy Policy may be updated periodically. Changes will be posted on our website with the revised effective date.

**Last Updated:** 15 Feb 2025

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