Privacy and Confidentiality Policy

We at Empower Kids Newcastle, are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website [www.empowerkidsnewcastle.com.au](http://www.empowerkidsnewcastle.com.au) or use our services. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site or use our services.

# Information We Collect

## Personal Data

When you use our services, we may collect the following personal data:

* Name
* Email address
* Phone number
* Mailing address
* Payment information
* Any information you provide during consultations or therapy sessions

# How We Use Your Information

We use the information we collect for various purposes, including:

* To provide, operate, and maintain our services
* To improve, personalise, and expand our services
* To understand and analyse how you use our services
* To develop new products, services, features, and functionality
* To communicate with you about therapeutic processes, responding to enquiries, appointment reminders, administration of accounts and payment processing, obtaining feedback, and providing you with information about special events, services or promotions relating to this service.

# How We Share Your Information

We do not sell, trade, or otherwise transfer your personal data to outside parties without your expressed permission. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

## Legal Requirements

We may disclose your personal data in the good faith belief that such action is necessary to:

* Comply with a legal obligation
* Protect and defend the rights or property of Empower Kids Newcastle
* Prevent or investigate possible wrongdoing in connection with the services
* Protect the personal safety of users of the services or the public
* Protect against legal liability

# Data Security

We take reasonable steps to help protect your personal data in both hard copy and electronic formats.. While we have taken reasonable steps to secure the personal data you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. We will take reasonable steps to destroy your personal data when we no longer require this, and it is not longer required to be legally kept for the purpose in which it was collected. We may retain your data as long as necessary to comply with applicable laws and regulations.

# Your Data Protection Rights

You have the right to:

* The right to access – You have the right to request copies of your personal data, except in situations where the law permits us to deny this access.
* The right to rectification – You have the right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.
* The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our provided contact information.

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# Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

# Contact Us

If you have any questions about this Privacy Policy, please contact us:

* By email: [info@empowerkidsnewcastle.com.au](mailto:info@empowerkidsnewcastle.com.au)
* By visiting this page on our website: [www.empowerkidsnewcastle.com.au](http://www.empowerkidsnewcastle.com.au)