



<i>Policy Number:</i>	<i>Privacy - 001</i>
<i>Effective from:</i>	<i>02 March 2026</i>

Thawun Consultancy

Privacy & Confidentiality Policy

1. Purpose

This Privacy & Confidentiality Policy (“Policy”) outlines how Thawun Consultancy collects, stores, uses, protects, and manages personal information in accordance with applicable Australian privacy principles and professional practice standards.

The purpose of this Policy is to:

- Protect the privacy and confidentiality of clients and participants;
 - Ensure transparent information handling practices;
 - Support culturally safe and respectful engagement;
 - Establish procedures relating to personal information management; and
 - Promote trust, professionalism, and accountability in all consultancy operations.
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2. Scope

This Policy applies to all services, programs, workshops, training sessions, consultations, community engagement activities, online platforms, and operational functions conducted by Thawun Consultancy.

This Policy applies to:

- Clients;
- Participants;
- Employees;
- Contractors;
- Facilitators;
- Community members;
- Website users; and

- All individuals engaging with consultancy services.
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3. Definitions

Personal Information

Refers to information or opinions that identify an individual or could reasonably identify an individual, including:

- Names;
- Contact details;
- Email addresses;
- Attendance records;
- Booking information;
- Payment information; or
- Other identifying information.

Confidential Information

Refers to private, sensitive, personal, cultural, organisational, or operational information disclosed during service delivery or engagement activities.

Participant

Refers to any person attending or engaging in services delivered by the consultancy.

Consultancy

Refers to Thawun Consultancy including employees, facilitators, contractors, and authorised representatives.

4. Policy Statement

Thawun Consultancy is committed to protecting the privacy, dignity, and confidentiality of all individuals engaging with consultancy services.

The consultancy recognises the importance of culturally safe and respectful information management practices, particularly when delivering mental health, wellbeing, community, and lived experience programs.

Personal information will only be collected, used, stored, and disclosed where reasonably necessary for service delivery, operational functions, legal obligations, or approved business activities.

5. Collection of Information

The consultancy may collect personal information including but not limited to:

- Names;
- Phone numbers;
- Email addresses;
- Organisation details;
- Booking information;
- Attendance records;
- Billing information;
- Training participation records;
- Certification requirements; and
- Information voluntarily provided during service engagement.

Information may be collected through:

- Website enquiries;
- Email communication;
- Online forms;
- Registration systems;
- Training enrolments;
- Social media communication;
- Phone discussions; or
- Direct engagement with facilitators.

6. Use of Information

Personal information may be used for purposes including:

- Service delivery;
- Training administration;
- Participant communication;
- Issuing certificates;
- Booking management;
- Responding to enquiries;
- Invoicing and payment processing;
- Operational administration;
- Reporting obligations; and
- Improving consultancy services.

Information will not be sold, shared, or disclosed to unrelated third parties without consent unless required by law.

7. Learner Access Passes & Third-Party Platforms

Where services involve external learning systems, including Learner Access Passes (LAPS) through Mental Health First Aid Australia, participant information may be shared where reasonably required for:

- Course registration;
- Learning platform access;
- Certification processing; or
- Training compliance requirements.

Clients and participants acknowledge that third-party providers may have separate privacy policies and information handling procedures.

8. Confidentiality

All reasonable steps will be taken to maintain confidentiality throughout service delivery.

Facilitators, employees, and contractors are expected to:

- Respect participant privacy;
- Maintain confidentiality of sensitive discussions;
- Protect personal and organisational information; and
- Use information only for authorised purposes.

Participants attending workshops or training sessions are also expected to respect the privacy and confidentiality of others.

9. Storage & Security of Information

Thawun Consultancy takes reasonable steps to protect information from:

- Misuse;
- Unauthorised access;
- Loss;
- Disclosure; or
- Modification.

Information may be stored:

- Electronically;
 - In secure cloud-based systems; or
 - In physical records where required.
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10. Website & Online Communication

The consultancy website or online systems may collect limited information such as:

- Website traffic data;
- Contact form submissions;
- Browser information; or
- Basic analytics data.

This information may be used to:

- Improve website functionality;
- Respond to enquiries; and
- Enhance user experience.

The consultancy may use cookies or similar technologies where applicable.

11. Photography, Media & Promotional Material

Photographs, video recordings, testimonials, or promotional content will not be used publicly without appropriate consent.

Participants may request not to be photographed or recorded during training sessions or events.

12. Access & Correction of Information

Individuals may request access to personal information held by the consultancy where appropriate.

Requests to update or correct inaccurate information should be made in writing.

The consultancy reserves the right to refuse access where permitted by law or where access may unreasonably impact privacy or safety obligations.

13. Disclosure of Information

Personal information may only be disclosed:

- With consent;
- Where required for service delivery;

- To approved third-party training providers;
- Where required by law; or
- Where serious safety concerns exist.

The consultancy will take reasonable steps to ensure disclosures are appropriate and limited to necessary information only.

14. Cultural Safety & Respect

Thawun Consultancy acknowledges the importance of culturally safe and respectful engagement practices.

The consultancy is committed to handling information in a manner that respects:

- Cultural identity;
 - Community relationships;
 - Lived experiences;
 - Personal dignity; and
 - Community wellbeing.
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15. Data Retention

Information may be retained for operational, legal, compliance, insurance, or training record purposes where reasonably required.

Where information is no longer required, reasonable steps will be taken to securely destroy or de-identify records.

16. Breach of Privacy

Any suspected privacy breach, unauthorised disclosure, or confidentiality concern should be reported to the consultancy as soon as possible.

The consultancy will take reasonable steps to investigate and respond appropriately to any identified breach.

17. Limitation of Liability

While reasonable efforts are made to protect personal information, Thawun Consultancy cannot guarantee absolute security of electronic communications or third-party systems.

18. Policy Review

This Policy may be reviewed and updated where required to ensure compliance with operational, legal, and professional requirements.

The consultancy reserves the right to amend this Policy at any time.

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POLICY INFORMATION

Policy Name	Privacy Policy	POLICY NUMBER	Privacy - 001
Version	1.0	Status	Active
Effective Date	02 March 2026	Review Date	TBA
Policy Owner	Thawun Consultancy	Approved By	Managing Director
Policy Category	Privacy / Governance	Applies to	All clients, participants, facilitators, contractors, employees, and stakeholders