



Ally Smith Consulting

Privacy and Information Collection Policy

Ally Smith Consulting is committed to protecting your privacy and managing your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy & Information Collection Policy explains how we collect, use, store, and disclose personal information in the course of providing supervision, coaching, consulting, training, and related professional services.

1. Collection Notice

We collect your personal information so that we can provide supervision, coaching, consulting, training, and related services to you, respond to enquiries, manage bookings and communicate with you.

Our Website Privacy Policy is available on our website and contains information about how we manage personal information, how you can access or correct your personal information, and how you can make a privacy complaint.

2. What Personal Information We Collect

The personal information we collect will depend on the nature of your interaction with Ally Smith Consulting and may include:

- Name
- Email address
- Phone number
- Address
- Employer or business details
- Billing and payment information
- Booking and appointment information
- Information relevant to supervision, coaching, consulting, or training services
- Professional practice information discussed during supervision or coaching
- Workshop or training registration information
- Email subscription and communication preferences

We only collect personal information that is reasonably necessary for providing our services.

3. How We Collect Personal Information

We may collect personal information in several ways, including:

- When you contact us by email, phone, or website form
- When you book supervision, coaching, consulting, or training services
- When you register for workshops, training, or events
- When you subscribe to newsletters or downloads
- During supervision, coaching, consulting, or training sessions
- Through third-party booking, payment, or email marketing systems
- Through our website and website analytics

Where reasonable and practical, we will collect personal information directly from you.

4. Why We Collect Personal Information

We collect personal information for the following purposes:

- To provide supervision, coaching, consulting, training, and related services
- To communicate with you about services, bookings, and events
- To manage administration, invoicing, and record keeping
- To provide resources, newsletters, and professional development information
- To improve our services and programs
- To comply with legal and professional obligations

If you do not provide the personal information we request, we may not be able to provide services to you.

5. Use and Disclosure of Personal Information

We will only use or disclose personal information for the purpose for which it was collected, unless otherwise required or authorised by law.

We may disclose personal information to third parties where necessary to operate our business or provide services, including:

- Booking and scheduling systems
- Payment processing systems
- Email marketing platforms
- IT service providers and cloud storage providers
- Accountants, insurers, or legal advisors
- Government or regulatory authorities where required by law

We do not sell or rent personal information to third parties.

6. Confidentiality

Information shared during supervision, coaching, consulting, or training is treated as confidential and handled in accordance with professional and ethical standards.

However, there may be limits to confidentiality where disclosure is required or authorised by law, including situations involving serious risk of harm, legal obligations, or court orders.

7. Storage and Security of Personal Information

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.

Personal information may be stored:

- In secure cloud-based systems
- In password-protected electronic files
- In secure third-party platforms used for booking, communication, and administration

Access to personal information is limited to authorised persons only.

8. Overseas Storage of Information

Some third-party service providers we use (such as email marketing platforms, cloud storage providers, online booking systems, or video conferencing platforms) may store data on servers located outside Australia.

We take reasonable steps to ensure that these providers comply with privacy obligations and protect your personal information.

9. Access and Correction of Personal Information

You have the right to request access to the personal information we hold about you and request corrections if the information is inaccurate, out of date, incomplete, irrelevant, or misleading.

Requests for access or correction should be made in writing using the contact details below.

10. Privacy Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you may lodge a complaint in writing using the contact details below.

We will investigate your complaint and respond within a reasonable period.

If you are not satisfied with our response, you may contact the: Office of the Australian Information Commissioner (OAIC) www.oaic.gov.au



11. Contact Details

If you have any questions about this Privacy & Information Collection Policy, or would like to access or correct your personal information, please contact:

Ally Smith Consulting

Email: ally@allysmith.com.au

Website: www.allysmith.com.au

12. Changes to This Policy

We may update this Privacy & Information Collection Policy from time to time. The most current version will be available on our website or upon request.