

Privacy Policy

Last updated: September 2026

Anthiva (“we”, “us”, “our”) provides leadership coaching, facilitation and organisational consulting services. This policy explains what personal information we collect, how we use and store it, and the choices you have. It applies to anyone who visits anthiva.com.au, enquires about our services, joins our community, or works with us as a coaching or facilitation client.

We are a small Australian business and we handle your information in line with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), even where the Act's small business exemption might otherwise apply. This policy is written in plain language rather than as a full legal document; if you need it reviewed for a specific compliance purpose, we recommend having a lawyer check it against your requirements.

The information we collect

What we collect depends on how you interact with us.

If you enquire or visit our website

- Your name, email address, phone number and any details you include in an enquiry or contact form
- Basic website usage data (such as pages visited and general location) collected automatically through website analytics

If you become a coaching or facilitation client

- Contact details, business or organisational details, and billing information
- Notes from coaching or facilitation sessions, relevant to your goals and progress
- Messages exchanged through email, WhatsApp or our community platform as part of your program

We do not seek to collect health or medical information as part of our coaching work. Where a clinical or psychosocial concern falls outside the scope of what we offer, we refer you to an appropriate external professional, and any information you choose to share with that provider is handled under their own privacy arrangements, not ours.

If you join our online community

- Your profile information and any posts, comments or messages you choose to share within the community

How we collect it

We collect personal information directly from you, through website enquiry and contact forms, email, booking and scheduling tools, coaching and facilitation sessions (including video calls), WhatsApp, our online community platform, and our social media channels (Facebook, Instagram and LinkedIn). We do not knowingly collect personal information from children, and our services are intended for adults.

How we use your information

We use your personal information to:

- Respond to your enquiries and provide the coaching, facilitation or consulting services you engage us for
- Manage bookings, invoicing and client records
- Communicate with you about your program, including reminders and follow-up
- Improve our services, offerings and website
- Send occasional updates or content you have opted in to receive, such as a newsletter or LinkedIn community updates; you can unsubscribe at any time

We do not sell your personal information, and we do not use it for any purpose beyond what is set out in this policy without asking you first.

Cloud storage and where your information is held

Like most small businesses, we rely on established third-party platforms to run Anthiva, rather than hosting our own servers. This means personal information is stored in the cloud, generally on servers located outside Australia, and is subject to the security and privacy standards of those providers. The main platforms we use are:

- Google Workspace, for email, documents and general cloud file storage
- Skool, for our online community platform, People First by Petra Siskos
- WhatsApp, for direct support messaging with coaching clients
- Video conferencing software (such as Zoom), for coaching and facilitation sessions delivered online
- Our website hosting, booking and payment providers, to run anthiva.com.au and process bookings and invoices

Each of these providers has its own security and privacy safeguards. We choose providers that are widely used and reputable, and we take reasonable steps to keep the information we hold, and the way we access it, secure. No method of electronic storage is completely secure, so we cannot guarantee absolute security, but we do not store personal information anywhere outside these established platforms.

Our use of artificial intelligence tools

We use AI tools, including Claude (by Anthropic), ChatGPT (by OpenAI) and Microsoft Copilot, in the course of running Anthiva. This includes drafting content, supporting administrative tasks, and, at times, assisting with notes or preparation connected to coaching and facilitation work. Our video conferencing software may also offer built-in AI features, such as meeting notes or transcription, which we may use during online coaching or facilitation sessions. Where information related to you passes through an AI tool as part of this work, it is handled under that tool's own data and privacy terms, in addition to the safeguards described in this policy.

We do not use AI tools to make automated decisions about you, and a human, Petra, remains responsible for the coaching, facilitation and advice you receive.

Social media

We maintain pages on Facebook, Instagram, YouTube and LinkedIn, and you may choose to interact with us there, such as by following, commenting or sending us a message. Those platforms collect and use information about you under their own privacy policies, not ours, and we encourage you to check the relevant platform's settings if you have concerns about how it handles your information. Any information you send us directly through a social media platform, such as a message enquiring about our services, is handled by us in line with this policy.

Disclosure to third parties

We do not disclose your personal information to third parties for their own marketing purposes. We may share limited information with:

- The service providers listed above, to the extent needed to run our platforms and deliver our services
- External professionals we refer you to, such as clinical or psychosocial support providers, where you agree to that referral
- Professional advisers (such as our accountant), where reasonably necessary to run our business
- A relevant authority, where we are required to by law

Access, correction and complaints

You can ask us at any time what personal information we hold about you, and ask us to correct or update it. If you would like us to delete information we hold about you, let us know and we will do so unless we have a genuine business or legal reason to retain it (for example, financial records we are required to keep).

If you have a concern about how we have handled your personal information, please contact us first so we can try to resolve it. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

Changes to this policy

We may update this policy from time to time as our services or the tools we use change. The “Last updated” date at the top of this page reflects the most recent version.

Contact us

If you have any questions about this policy or how we handle your information, please get in touch:

- Petra Siskos, Anthiva
- Email: petra@anthiva.com.au
- Melbourne, Australia