

Privacy Policy



1. Purpose

Empowered Forward is committed to protecting the privacy of all individuals who engage with our services. This policy outlines how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Scope

This policy applies to all personal information collected by Empowered Forward through:

- Course registrations and communications
- Website interactions (<https://empoweredforward.com>)
- Email, phone, and social media contact
- In-person and online training sessions

3. Australian Legal Framework

Empowered Forward complies with the following Australian standards and legislation:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Spam Act 2003 (Cth) – for electronic communications
- Australian Consumer Law (ACL) under the Competition and Consumer Act 2010 (Cth)
- Guidance from the Office of the Australian Information Commissioner (OAIC) – www.oaic.gov.au

4. Types of Information Collected

We may collect the following personal and sensitive information:

- Full name, contact details, and date of birth
- Emergency contact information
- Accessibility or support needs
- Feedback and course evaluations
- Payment details (processed securely via third-party platforms)
- Health-related information (only where necessary for training delivery)

5. Purpose of Collection

We collect personal information to:

- Register participants for Mental Health First Aid training
- Issue certificates and maintain training records
- Communicate course details and updates
- Provide inclusive and accessible learning environments
- Meet reporting obligations to Mental Health First Aid Australia
- Improve our services through feedback and evaluation

6. Sensitive Information

Sensitive information (e.g. health or accessibility needs) is only collected with your consent and handled in accordance with APP 3 and APP 6. It is used solely to support your participation and ensure safe, inclusive training delivery.

7. Storage & Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes:

- Secure digital storage with password protection
- Restricted access to personal data
- Regular review of data handling practices

8. Disclosure of Information

We do not sell or share your personal information with third parties except:

- To Mental Health First Aid Australia for certification and compliance
- To trusted service providers (e.g. payment processors, email platforms) under confidentiality agreements
- Where required by law or with your explicit consent

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9. Access & Correction

You have the right to access and correct your personal information under APP 12 and APP 13. To make a request, contact: empoweredforward.jessica@outlook.com

We will respond within 30 business days and take reasonable steps to ensure your information is accurate and up to date.

10. Website & Cookies

Our website may use cookies to enhance user experience. These do not collect personal information unless voluntarily submitted. You can disable cookies in your browser settings.

11. Third-Party Links

Our website and communications may contain links to third-party sites. We are not responsible for the privacy practices of external websites. Please review their policies before sharing personal information.

12. Complaints

If you believe your privacy has been breached, please contact us. We will investigate and respond promptly. If unresolved, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au/privacy/privacy-complaints

13. Policy Updates

This policy may be updated periodically to reflect changes in legislation or business practices. The latest version will always be available on our website.