

# SuperchargedU – Privacy Policy

Mentoring & Practical Support for Parents and Families

Version: 2026-03-04

Jurisdiction: Queensland, Australia

ABN: 20 920 870 857

SuperchargedU (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal information responsibly, transparently, and in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose, and protect personal information when you interact with our services, programs, website, or communications.

By accessing or using SuperchargedU services you acknowledge and agree to the practices described in this Privacy Policy.

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## 1. Information We Collect

We may collect several types of information depending on how you interact with our services.

### 1.1 Personal Information

Personal information we may collect includes:

- Full name
- Email address
- Phone number
- Postal or residential address
- Date of birth
- Emergency contact details
- Payment information (processed via third-party payment processors)
- Program participation records
- Communication records (email, messaging, or forms)

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### 1.2 Sensitive Information

During mentoring or practical support services you may voluntarily share sensitive personal information including:

- mental health or emotional wellbeing
- family or relationship circumstances
- parenting matters
- financial or employment circumstances
- separation or legal situation context

This information is provided **voluntarily by you** and is treated with strict confidentiality.

SuperchargedU does not provide medical, psychological, legal, or financial services.

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## 1.3 Technical and Website Data

When you visit our website or interact with digital systems we may automatically collect information including:

- IP address
- browser type and version
- device information
- pages visited
- time spent on pages
- referral source
- general location data

This information helps us improve website functionality and user experience.

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## 2. How We Collect Information

We may collect information through:

- program enrolment forms
- website forms or applications
- email or messaging communications
- coaching or mentoring sessions
- payment processing platforms
- event registrations
- surveys or feedback forms
- cookies and website analytics tools

Where possible we collect information **directly from you**.

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## 3. How We Use Your Information

We use personal information for purposes including:

- delivering mentoring and practical support services
- scheduling and managing sessions
- communicating program updates and service information
- processing payments and managing billing
- responding to enquiries and providing support
- improving our services, programs, and resources
- maintaining the security and integrity of our systems
- complying with legal obligations

Where appropriate we may also use **de-identified or aggregated information** to improve services, programs, or educational resources.

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## 4. Marketing Communications

With your consent we may send communications including:

- newsletters
- service updates
- program invitations
- educational resources
- event information

You may unsubscribe at any time by:

- clicking the unsubscribe link in emails, or
- contacting us directly.

We will not send marketing communications without a reasonable expectation of consent.

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## 5. How We Share Your Information

SuperchargedU **does not sell, rent, or trade personal information.**

Information may only be shared in the following circumstances.

### 5.1 Service Providers

We may share information with trusted service providers required to deliver services, including:

- Stripe or other payment processors
- scheduling and booking platforms
- email communication systems
- video conferencing platforms
- website hosting providers
- secure data storage providers

These providers are required to handle personal information securely.

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### 5.2 With Your Consent

We may share information with another professional if you request or authorise us to do so.

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## 5.3 Legal Requirements

We may disclose personal information where required by law including:

- court orders
  - legal proceedings
  - regulatory investigations
  - where there is a serious risk of harm to a person
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## 5.4 Business Changes

In the event of a merger, sale, or restructuring of SuperchargedU, personal information may be transferred as part of that process subject to continued privacy protections.

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# 6. Payment Processing

Payments are processed through secure third-party providers such as **Stripe**.

SuperchargedU **does not store full credit card details**.

Payment information is handled according to the privacy and security policies of the payment provider.

You can review Stripe's privacy policy at:

<https://stripe.com/privacy>

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# 7. Data Storage & Security

We take reasonable steps to protect personal information including:

- encrypted data storage where appropriate
- restricted access to authorised personnel only
- secure password-protected systems
- use of reputable cloud service providers
- regular monitoring of system security

While we take reasonable steps to protect your information, **no digital system can guarantee absolute security**.

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# 8. Data Retention

We retain personal information only as long as necessary for:

- delivering services
- maintaining program records
- complying with legal or tax obligations
- resolving disputes
- maintaining business records

When information is no longer required it will be **securely deleted or anonymised**.

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## 9. Access & Correction

You have the right to request:

- access to personal information we hold about you
- correction of inaccurate or outdated information

Requests can be made by contacting us directly.

We will respond within a reasonable timeframe.

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## 10. Withdrawal of Consent

Where personal information is processed based on consent, you may withdraw consent at any time.

However, withdrawing consent may affect our ability to continue providing services.

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## 11. Cookies & Website Tracking

Our website may use cookies or similar technologies to:

- improve functionality
- analyse visitor behaviour
- remember user preferences

You may disable cookies through your browser settings, although some website features may not function correctly.

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## 12. International Data Transfers

Some service providers we use may store or process data outside Australia.

Where this occurs we take reasonable steps to ensure information remains protected under appropriate safeguards.

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## 13. Children's Information

SuperchargedU services are primarily intended for adults.

If information relating to a child is collected, it will generally be provided by a parent or legal guardian in connection with parenting or family support services.

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## 14. Data Breaches

If a data breach occurs that is likely to result in serious harm, SuperchargedU will take appropriate steps including:

- investigating the breach
  - containing the breach
  - notifying affected individuals where required
  - notifying the **Office of the Australian Information Commissioner (OAIC)** if required under the **Notifiable Data Breaches scheme**
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## 15. Third-Party Websites

Our website or communications may contain links to third-party websites.

We are not responsible for the privacy practices of those websites.

You should review their privacy policies before providing personal information.

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## 16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

The most recent version will always be published on our website with an updated version date.

Continued use of our services after updates indicates acceptance of the revised policy.

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## 17. Contact & Privacy Enquiries

If you have questions about this Privacy Policy or wish to request access or correction of personal information, please contact:

SuperchargedU

Email: [enquiries@superchargedu.com.au](mailto:enquiries@superchargedu.com.au)

Phone: 07 5431 1330

If you believe your privacy rights have been breached, you may also contact the **Office of the Australian Information Commissioner (OAIC)**.

Website: <https://www.oaic.gov.au>