



PRIVACY POLICY

Raji Deva Elijah

Devaraje PTY LTD

devaraje.org

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1. Introduction

Devaraje, trading as Devaraje PTY LTD (ACN 651 735 849), is committed to protecting the privacy of all individuals who engage with this website or with the services offered by Raji Deva Elijah (Counsellor and Mentor).

This Privacy Policy explains what personal information is collected, how it is used and stored, and what rights you have in relation to your information.

Devaraje complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). Where services are provided to individuals in the European Union, Devaraje also acknowledges the rights of those individuals under the General Data Protection Regulation (GDPR).

2. Information We Collect

Devaraje may collect the following types of personal information:

- Full name
- Email address
- Phone number
- Information submitted through enquiry or application forms
- Information provided during bookings or consultations
- Payment information — processed securely by third-party providers; card details are not stored by Devaraje
- Health-related or personal information disclosed voluntarily during the course of services
- Website usage information including cookies, analytics data, and IP address

3. How Information Is Collected

Personal information is collected through:

- Website enquiry and application forms
- Email correspondence
- Phone and WhatsApp communication
- Booking and scheduling systems
- Newsletter sign-up
- Cookies and website analytics
- Direct communication during the course of services

4. Why We Collect This Information

Personal information is collected and used to:

- Respond to enquiries and assess suitability for services
- Provide mentorship, counselling, and program services
- Manage bookings, enrolments, and payments
- Send newsletters and program updates, where consent has been given
- Improve the website and quality of services
- Meet legal and professional obligations

5. Storage and Security

Devaraje takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Electronic records are stored securely using reputable platforms including GoHighLevel (CRM and website), Google Drive, and email. Access to personal information is limited to those who need it to deliver services.

No data transmission over the internet or electronic storage system can be guaranteed as completely secure. While every reasonable effort is made to protect your information, Devaraje cannot guarantee absolute security.

Client records are generally retained for a minimum of seven years in accordance with Australian record-keeping obligations, or longer where required by law.

6. Sharing of Information

Devaraje does not sell personal information to third parties under any circumstances.

Personal information may be shared only in the following limited circumstances:

- With payment processors (such as Stripe or PayPal) to facilitate transactions
- With IT and platform service providers necessary for the delivery of services
- Where required by law or court order
- Where necessary to prevent a serious and imminent risk of harm to any person

7. Confidentiality

Personal and sensitive information shared within mentorship or counselling sessions is treated as strictly confidential.

Clinical and counselling records are managed separately from general website enquiries and are handled in accordance with applicable Australian privacy and record-keeping obligations.

The following exceptions to confidentiality apply in accordance with Australian law and professional ethical obligations:

- Where there is a risk of serious harm to you or another person
- Where disclosure is required by law or court order
- Where anonymised information is used for clinical supervision purposes

8. Cookies and Analytics

The Devaraje website uses cookies and analytics tools to understand how visitors use the site. This may include anonymous data such as pages visited, time spent on site, and general location.

Cookies are small files stored on your device. They do not identify you personally. You may disable cookies through your browser settings, though this may affect some website functionality.

9. Marketing and Newsletters

Devaraje may send newsletters or program updates to individuals who have subscribed or expressed interest in receiving communications. You may unsubscribe at any time by clicking the unsubscribe link in any email or by contacting Devaraje directly.

Your personal information will not be used for marketing purposes beyond what you have consented to.

10. Access and Correction

You have the right to request access to the personal information Devaraje holds about you, and to request that any inaccurate information be corrected. Requests will be responded to within a reasonable timeframe and subject to any applicable legal obligations.

To make a request, please contact Devaraje using the details provided in section 13.

11. International Clients

Devaraje serves clients globally. This Privacy Policy is governed by Australian law. Clients in all jurisdictions are responsible for ensuring their engagement with these services complies with the laws of their own country.

Individuals in the European Union have additional rights under the GDPR, including the right to erasure, the right to data portability, and the right to object to processing. To exercise these rights, please contact Devaraje directly.

12. Third-Party Websites

The Devaraje website may contain links to external websites. Devaraje is not responsible for the privacy practices or content of those websites and encourages you to review their privacy policies independently.

13. Changes to This Policy

This Privacy Policy may be updated from time to time to reflect changes in our practices or legal obligations. The most current version will always be published on devaraje.org. Continued use of this website or our services following any update constitutes acceptance of the revised policy.

14. Contact and Complaints

For any privacy-related enquiries, requests, or complaints, please contact:

Raji Deva Elijah | Counsellor and Mentor

Devaraje PTY LTD (ACN 651 735 849)

mpenlighten@gmail.com

+61 418 969 925 (WhatsApp — please message before calling)

devaraje.org

If you are not satisfied with how your privacy concern has been handled, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.