



# Nurturing Haven

## Privacy Policy

As at April 2026

### 1. Nurturing Haven's commitment to privacy:

1.1. Nurturing Haven ("us", "we" or "our") is committed to safeguarding the privacy of our clients

1.2. Nurturing Haven is bound by the Privacy Act 1988, the Australian Privacy Principles, and other laws governing how health service providers handle your Personal Information

1.3. This Privacy Policy sets out how we collect and treat your Personal Information. The Policy applies to the products and services provided by us.

### 2. Definitions

In this Policy:

2.1. "Personal Information" is categorised as information held by Nurturing Haven, that may identify you, or by which your identity might be reasonably determined. The information you provide us may include, amongst other things, your name, address, email address and phone number.

### 3. Collection of Your Data

3.1. To provide our services to you, Nurturing Haven may receive and store Personal Information that you enter into our hosting platform called Innoverise, provide to us directly or give to us in other forms, including our Participant Information Sheet.

3.2. Your data may include your:

3.2.1. Contact details including name, phone number, address and email address;

3.2.2. Payment and billing information, which we may use to bill you for our services and to process your payments (including credit card details);

3.2.3. Other information voluntarily provided by you.

3.3 Your Data is collected to ensure your safety and wellbeing, and that of other participants and facilitators at Nurturing Haven, to send information, provide updates and process purchases of services and products provided by Nurturing Haven.

3.4. Sensitive Information, which includes information about your health, will not be collected unless you volunteer this information during your correspondence/interactions

with Nurturing Haven.

3.5. We may collect additional personal data at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your contact or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with us in any other way.

#### **4. Use of Your Data**

4.1. Personal Information collected by us will only be used for the purpose disclosed to you at the time of data collection. This includes maintaining your account and contact details, providing you with our products and services, and processing payments.

4.2. Nurturing Haven may use Personal Information collected from you to provide you with information and updates on our services, additional products, or opportunities available to you.

4.3. We may from time to time use your Personal Information for another purpose where it would be reasonably expected by you, or if permitted by the Privacy Act. This includes to effect or enforce a transaction, or procure advice from legal and accounting firms, auditors and other consultants.

#### **5. Disclosure of Your Data**

5.1. Personal Information is only supplied to a third party when it is required for the delivery of our services.

5.2. We may from time to time need to disclose your data to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

5.3. We may use your data to protect the copyright, trademarks, legal rights, property or safety of Nurturing Haven and its clients.

5.4. We may also use and share aggregate or non-personally identifying information about clients for market analysis, research, marketing or other purposes.

5.5. We will not disclose, sell, share or trade your Personal Information to any third parties unless we first receive your consent, except as set out in this Policy.

5.6. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

5.7. By providing us with your data, you consent to the terms of this privacy policy and the types of disclosure covered by this policy. Where we disclose your Personal Information to third parties, we will request that the third party follow this policy regarding handling your personal information.

## **6. Security of Your Data**

- 6.1. Nurturing Haven is committed to ensuring that your data is secure.
- 6.2. Nurturing Haven will take reasonable steps to protect your data from misuse, loss, unauthorised access and modification or disclosure.
- 6.3. Despite taking appropriate measures to protect your data collected by us, please be aware that no data security measures can guarantee 100% security all of the time. The transmission and exchange of information is carried out at your own risk.
- 6.4. We cannot guarantee the security of your data that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of your data, we cannot assure you that your data we collect will not be disclosed in a manner that is inconsistent with this privacy policy.
- 6.5. You are solely responsible for maintaining the secrecy of any passwords and other account information pertaining to our platform or services.

## **7. Access to your Information**

- 7.1. You may request details of your data that we hold about you in accordance with the provisions of the Privacy Act 1988.
- 7.2. A small administrative fee may be payable for the provision of your data. If you would like a copy of your Data which we hold about you or believe that any of your Data we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [nurturing.haven.qld@gmail.com](mailto:nurturing.haven.qld@gmail.com)
- 7.3. We reserve the right to refuse to provide you with your data that we hold about you, in certain circumstances set out in the Privacy Act.

## **8. Marketing Emails**

- 9.1. We may send you direct marketing emails and information about products and services that we consider may be of interest to you
- 9.2. If, at any time, you would like to stop receiving these promotional emails, you may follow the opt-out instructions contained in any such email. Please note that it may take up to 5 business days for us to process opt-out requests. If you opt out of receiving emails or promotions from us, we still may send you emails about your account, any services you have requested or received from us, or for other customer service purposes. We do not provide your personal information to other organisations for the purposes of direct marketing.
- 9.3. If you receive communications from us that you believe have been sent to you other than in accordance with this Privacy Policy, or in breach of any law, please contact us using at [nurturing.haven.qld@gmail.com](mailto:nurturing.haven.qld@gmail.com)

## **9. Complaints about privacy**

- 9.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [nurturing.haven.qld@gmail.com](mailto:nurturing.haven.qld@gmail.com)
- 9.2. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **10. Changes to privacy policy**

- 10.1. Our Privacy Policy is subject to change.
- 10.2. Nurturing Haven may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website, or through distribution by email. Please check back from time to time to review our privacy policy.