

Privacy Policy

Last updated: 30 September 2026

Kye Simmons respects your privacy. This policy explains how we collect, use, store and share personal information when you visit kyesimmons.au, submit a Facebook or Instagram form, contact us, or participate in our coaching, programs, events and community.

For privacy questions or requests, email info@kyesimmons.au.

Information we collect

Depending on how you interact with us, we may collect:

- Your name, email address, phone number and social media contact details.
- Information you provide in enquiries, forms, bookings, surveys or coaching sessions.
- Purchase, payment confirmation and program registration details.
- Your communication preferences and consent records.
- Technical information, such as your IP address, browser type and website activity, where cookies or tracking tools are enabled.

Our payment providers process payment details under their own privacy policies.

If you choose to share sensitive information, such as information about your health or personal experiences, we will seek your consent where required and use it only for the agreed purpose or as permitted by law. Please avoid submitting sensitive information through Facebook or Instagram lead forms.

You can choose not to provide information, although this may prevent us from responding to an enquiry or providing a service. Where practical, you may make a general enquiry without identifying yourself.

How we collect information

We collect information directly from you through our website, social media forms, email, messages, bookings, purchases and participation in our services.

We may also receive information from platforms you use to contact us or register, including Meta, booking systems and payment providers.

How we use information

We use personal information to:

- Respond to your enquiries and deliver resources you request.
- Manage bookings, payments, programs, events and client support.
- Provide and personalise our services.
- Send service updates and administrative messages.
- Send marketing communications where you have consented or where permitted by law.
- Improve our website and services, maintain records and meet legal obligations.

Facebook and Instagram forms

When you submit a Facebook or Instagram lead form, we receive the information you provide and use it to respond to your request, send the advertised resource or discuss the service you expressed interest in.

Submitting a form does not automatically mean you consent to every type of future marketing. We will follow the communication choices presented when your information is collected and applicable requirements.

Meta also handles information under its own privacy policy.

Marketing preferences

You can unsubscribe from marketing emails using the unsubscribe link, reply STOP to marketing text messages where available, or email info@kyesimmons.au.

We may still send necessary messages about an existing booking, purchase or service.

Sharing information

We may share relevant information with service providers who help us operate the business, including website hosting, customer management, email and SMS delivery, payment processing, video meetings and professional advisers.

These providers may include GoHighLevel, Meta, Stripe and Zoom, depending on the services you use.

We do not sell your personal information.

We may also disclose information with your consent, where required or authorised by law, or where legally permitted to address a serious safety concern.

Overseas providers

Some technology providers may store or process information outside Australia, including in the United States. Provider locations may vary depending on the service and its infrastructure.

Contact us if you would like more information about the providers involved in handling your information.

Cookies and website tracking

Our website may use cookies and similar tools to operate the site, understand visitor activity and measure marketing performance. Where enabled, tools such as Meta tracking may share website activity with the relevant platform.

You can manage cookies through your browser settings. Disabling cookies may affect some website features.

Storage and security

We take reasonable steps to protect personal information from misuse, loss and unauthorised access, alteration or disclosure.

We retain information for as long as reasonably needed to provide services, maintain necessary business records and meet legal obligations. Information that is no longer required is securely deleted or deidentified where appropriate.

Sessions, recordings and testimonials

We will tell you before recording a session and seek consent where required. If a group session will be recorded or shared with participants, we will explain this before you take part.

We will seek your permission before publishing an identifiable testimonial, image or personal story.

Information you share in a group or community may be visible to other participants. Please consider what you are comfortable sharing.

Access, correction and deletion

You can request access to your personal information, ask us to correct it, or request deletion by emailing info@kyesimmons.au.

We may need to verify your identity. Some information may need to be retained for legal or recordkeeping purposes. If we cannot fulfil a request, we will explain why, subject to applicable law.

Privacy complaints

If you have a privacy concern, email info@kyesimmons.au with the details. We aim to respond within 30 days.

If your concern remains unresolved, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au, where the matter falls within its jurisdiction.

Changes to this policy

We may update this policy as our services or information handling practices change. The current version will be published on this page with its updated date.

Contact

Kye Simmons

Website: kyesimmons.au

Email: info@kyesimmons.au