

Privacy Policy

Together Thriving ("we", "our", "us") is committed to protecting the privacy of our website visitors and clients. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1. Collection of Personal Information

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Demographic Information:** Age, gender, and occupation.
- **Website Usage Information:** IP address, browser type, referring/exit pages, and operating system.
- **Service Usage Information:** Details of the services you have enquired about or purchased.

We collect personal information directly from you when you:

- Visit our website.
- Register for our services.
- Subscribe to our newsletters.
- Participate in surveys or online courses.
- Contact us via email, phone, or online forms.

2. Use of Personal Information

We use your personal information for the following purposes:

- **Service Delivery:** To provide you with the services you have requested.
- **Communication:** To communicate with you regarding our services, updates, and promotions.
- **Improvement:** To improve our website, services, and customer experience.
- **Compliance:** To comply with legal and regulatory obligations.

3. Disclosure of Personal Information

We may disclose your personal information to:

- **Service Providers:** Third-party service providers who assist us in delivering our services (e.g., IT support, payment processors).
- **Legal Obligations:** Government bodies and regulatory authorities when required by law.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our business.

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

4. Security of Personal Information

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

- **Data Encryption:** Secure data transmission via SSL encryption.
- **Access Controls:** Restricted access to personal information to authorised personnel only.
- **Security Measures:** Regular security reviews and updates to our systems and processes.

5. Access to and Correction of Personal Information

You have the right to access and correct the personal information we hold about you. To request access or correction, please contact us using the details provided below. We will respond to your request within a reasonable timeframe.

6. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience. You can control the use of cookies through your browser settings. However, disabling cookies may affect the functionality of our website.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website, and the effective date will be noted.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Together Thriving

Email: hello@togetherthriving.com.au

Phone: 0422 605 404

Address: 203 Market Street Mudgee, NSW 2850, Australia

We are committed to resolving any privacy issues promptly and effectively.