

Privacy Policy for Connected Hearts Therapy

Commitment to Privacy

Connected Hearts Therapy ("we," "us," or "our") is committed to protecting the privacy of your personal information in accordance with the Australian Privacy Principles (APPs) outlined in the Privacy Act 1988 (Cth).

This Privacy Policy describes how we collect, use, and disclose your personal information when you use our website located at www.connectedheartstherapy.com.au (the "Website").

1. Information We Collect

We collect several types of information on the Website:

- **Information you provide directly:** This includes information you provide when you contact us through our contact form, subscribe to our newsletter, or download resources. This information may include your name, email address, phone number, and any message you send us.
- **Information collected automatically:** When you visit the Website, we may collect certain information automatically through cookies and other tracking technologies. This information may include your IP address, browser type, operating system, the referring website, pages you visit on the Website, and the time and date of your visit.

2. Use of Your Information

We use the information we collect for the following purposes:

- To respond to your inquiries and requests
- To send you information about our services, resources, and events
- To improve the Website and our services
- To personalize your experience on the Website
- To comply with legal and regulatory requirements

3. Sharing of Your Information

We will not share your personal information with third parties except in the following cases:

- With service providers who help us operate the Website and provide our services. These service providers are contractually obligated to keep your information confidential.
- To comply with legal or regulatory requirements.
- To protect the rights, property, or safety of ourselves or others.

4. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, and then we will delete it in accordance with our data retention policy.

5. Your Choices

You can opt out of receiving marketing communications from us by following the unsubscribe instructions in those communications. You can also request access to or deletion of your personal information by contacting us at connected.heartstherapy@outlook.com.

6. Children's Privacy

The Website is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and you believe your child has provided us with personal information, please contact us at connected.heartstherapy@outlook.com. We will take steps to delete the information from our records.

7. Security

We take reasonable steps to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no website or internet transmission is completely secure.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will post any changes on the Website. You are advised to review this Privacy Policy periodically for any changes.

9. Contact Us

If you have any questions about this Privacy Policy, please contact us at connected.heartstherapy@outlook.com.