



Privacy Policy

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Purpose

The Connection Coach Pty Ltd (ABN 16 614 983 023) and its business division, The Culture Curator (collectively referred to as "The Connection Coach", "we", "us", or "our") are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy outlines how we collect, use, disclose, and protect personal information obtained through our websites, services, programs, and interactions with clients, contractors, and visitors.

By accessing our website or engaging our services, you agree to the terms of this Privacy Policy.

This Privacy Policy should be read in conjunction with the [Data Protection Policy](#).

What Personal Information We Collect

We collect personal information reasonably necessary for our business functions and activities, including the provision of HR consulting, leadership coaching, training, and related services. The types of personal information we may collect include, but are not limited to:

General Personal Information

- Full name
- Contact details (email address, phone number, postal address)
- Job title, organisation, and professional background

Employment and Professional Information

- Curriculum vitae, references, and employment history
- Professional credentials and qualifications
- Performance information
- Coaching notes, leadership assessments, and feedback collected in the course of service delivery

Sensitive Information (*only collected with consent or where required by law*)

- Health information (e.g. to support workplace adjustments)
- Gender identity, sexual orientation, or cultural background (where relevant)
- Psychometric or behavioural assessment results
- Information disclosed during confidential coaching or consulting engagements
- Criminal history, where relevant to a role or service

Digital and Website Usage Information

- IP address, browser type, and device details
- Pages accessed, time spent on site, and usage behaviour

- Cookies and analytics data (collected via third-party tools, e.g. Google Analytics)
- Email interaction data (e.g. open and click rates)

How We Collect Personal Information

We collect personal information directly from individuals where practicable, including:

- When you complete an online form or subscribe to communications
- When you contact us via email, phone, or our website
- During coaching, consulting, or training sessions
- Through referrals, applications, or resume submissions
- From third parties, where consent has been provided (e.g. referees, assessment platforms)

Purpose of Collection

We collect, use, and disclose personal information to:

- Deliver coaching, consulting, facilitation, and HR advisory services
- Assess job applicants and provide recruitment or leadership support
- Conduct workshops, training, and organisational development programs
- Communicate with clients and respond to enquiries
- Manage internal operations, including staff and contractor engagement
- Analyse website performance and improve user experience
- Comply with legal, regulatory, or contractual obligations

We only collect personal information that is reasonably necessary for one or more of our functions or activities.

Use and Disclosure of Personal Information

We will not sell, rent, or trade your personal information. We may disclose personal information to:

- Clients, where the information is relevant to a contracted engagement or program
- Third-party service providers who support our business operations (e.g. IT, email, assessment platforms), subject to strict confidentiality
- Government authorities or regulatory bodies where required by law
- Professional advisors (e.g. legal or accounting services)
- Other parties with your express consent

Where information is disclosed to third parties located outside Australia, we take reasonable steps to ensure compliance with the Australian Privacy Principles.

Storage and Security

We implement appropriate physical, electronic, and managerial security procedures to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. ([See Data Protection Policy](#)). These measures include:

- Secure cloud storage with encrypted access
- Password-protected systems
- Staff confidentiality agreements
- Secure disposal or de-identification of data no longer required

Access and Correction

You may request access to, or correction of, your personal information held by us. Requests should be made in writing to the contact details listed below. We may verify your identity before releasing any information.

In some cases, we may refuse access where required or permitted by law. If this occurs, we will provide reasons for the refusal.

Direct Marketing

We may use your personal information to send you updates, newsletters, or marketing materials where you have opted in. You may opt out at any time by using the unsubscribe link provided or contacting us directly.

Cookies and Analytics

Our website uses cookies and similar technologies to collect usage data and improve user experience. You may configure your browser to reject cookies, although some features of our site may be limited.

We may use third-party analytics providers (e.g. Google Analytics) to understand website usage and effectiveness.

Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will be posted on our website. Continued use of our services or website constitutes your acceptance of the updated policy.

Complaints

If you believe we have breached your privacy rights, you may contact us using the details below. We will respond promptly and investigate any concerns.

maryanne@theconnectioncoach.com.au