

# Privacy Policy for Touchstone Training & Coaching

**Effective Date: October 1, 2025**

This Privacy Policy explains how **Touchstone Training & Coaching** ("Touchstone," "we," "us," or "our") collects, uses, shares, and protects personal information from our clients, prospective clients, website visitors, and other individuals who interact with us through our coaching, training, and related services (collectively, the "Services").

By using our Services or interacting with our website, you agree to the collection and use of information in accordance with this policy.

## 1. Information We Collect

We collect various types of information, including personal information, that you provide directly to us or that we collect automatically through your use of our Services.

### A. Information You Provide Directly

This information is typically collected when you sign up for a course, engage in coaching, subscribe to a newsletter, fill out a contact form, or communicate with us.

Category of Data	Examples of Data Collected	Purpose of Collection
<b>Contact Data</b>	Name, email address, phone number, mailing address.	To communicate with you, deliver requested services, and manage your account.
<b>Coaching/Training Data</b>	Background forms, session notes, personal goals, self-assessment results,	To provide personalized coaching and training services, track your

	and progress reports.	development, and fulfill our contractual obligations. <b>(Note: This is often sensitive and subject to high confidentiality.)</b>
<b>Financial Data</b>	Payment information (e.g., credit card details, billing address).	To process payments for our services. (Note: Payment processing is typically handled by a third-party service provider, and we do not store full card details.)
<b>Communication Data</b>	Records of emails, voicemails, or other correspondence.	To respond to inquiries, provide customer support, and maintain business records.

## B. Information Collected Automatically

When you visit our website, we may automatically collect certain information about your device and usage through cookies and similar tracking technologies.

- **Usage Data:** Information about how you use our website (e.g., pages visited, time spent on pages, links clicked).
- **Technical Data:** Internet Protocol (IP) address, browser type and version, operating system, and device identifiers.

## 2. How We Use Your Information

We use the collected information for the following primary purposes:

- **To Provide and Manage Services:** To deliver the coaching, training, and programs you have purchased or inquired about.
- **To Process Transactions:** To process payments and manage billing.

- **To Communicate:** To send you administrative notices, updates, and information about your services.
- **Marketing and Promotions:** To send you newsletters, updates, and promotional materials about our other services that may be of interest to you (you can opt-out at any time).
- **To Improve Our Services:** To understand how our services and website are used and to improve their functionality and content.
- **Compliance and Legal Obligations:** To comply with legal and regulatory requirements.

### 3. How We Share Your Information

We do not sell your personal information. We may share your information only in the following circumstances:

- **Service Providers:** We share information with third-party vendors and service providers who perform services for us, such as website hosting, payment processing (**CommBank**), email delivery, and analytics (**Google Analytics**). These third parties are bound by confidentiality obligations and are only permitted to use your data to perform the services we have contracted them for.
- **Legal Requirements:** We may disclose your information if required to do so by law or in the good faith belief that such action is necessary to comply with a legal obligation, protect the rights or property of Touchstone Training & Coaching, or protect the personal safety of our clients or the public.
- **Business Transfers:** In connection with a merger, sale of company assets, or acquisition of all or a portion of our business by another company.

**Regarding Coaching/Training Data:** We treat all information shared during coaching and training sessions as highly confidential. This data is **not** shared with external parties unless legally required, or in cases where we believe there is an imminent and serious risk of harm to yourself or others, consistent with our ethical obligations as coaches/trainers.

### 4. Data Security

We implement appropriate technical and organizational measures designed to protect the security of your personal information. This includes [mention general security measures, e.g., SSL encryption on the website, password-protected systems, and secure file storage]. However, no transmission over the internet or method of electronic storage is 100% secure,

and we cannot guarantee absolute security.

## 5. Your Data Protection Rights

Depending on your location and the laws applicable to us, you may have certain rights regarding your personal information, including:

- **Right of Access:** The right to request copies of the personal data we hold about you.
- **Right to Rectification:** The right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.
- **Right to Erasure ('Right to be Forgotten'):** The right to request that we erase your personal data, under certain conditions.
- **Right to Object:** The right to object to our processing of your personal data, under certain conditions.
- **Right to Withdraw Consent:** Where we are relying on consent to process your personal data, you have the right to withdraw that consent at any time.

To exercise any of these rights, please contact us using the contact details provided in Section 7.

## 6. Third-Party Websites and Links

Our website may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

## 7. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

Touchstone Training & Coaching  
Email: info@touchstone.net.au  
Phone: +61 468 416 960  
Mailing Address: 20 Moore Rd, Springwood, NSW, 2777

## **8. Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top of this policy. You are advised to review this Privacy Policy periodically for any changes.