

WELLNESSIE

Privacy Policy

Version 1.0 | Effective from 1 January 2026 | ABN: 47 233 109 568
wellnessie.com.au | bookings@wellnessie.com.au

1. Introduction

Wellnessie (ABN: 47 233 109 568), trading as Wellnessie, of Vincentia, New South Wales, Australia (“Wellnessie”, “we”, “us”, “our”) is committed to protecting your privacy and handling your personal information with transparency, integrity and respect.

This Privacy Policy explains how we collect, use, disclose and manage personal information in connection with our programs, services, website and communications. It applies to all individuals who interact with Wellnessie, including participants in our professional learning programs, representatives of enrolling organisations, and visitors to our website.

Wellnessie handles personal information in accordance with the Privacy Act 1988 (Cth) (“Privacy Act”) and the Australian Privacy Principles (“APPs”) contained in Schedule 1 of the Privacy Act.

2. Personal Information We Collect

2.1 Information You Provide

We collect personal information that you voluntarily provide to us, including when you:

- Complete an enrolment form for a Wellnessie program;
- Make a payment for a program or service;
- Contact us by email, phone or through our website;
- Participate in one of our programs, including live online sessions;
- Submit a deferral, transfer or cancellation request;
- Contribute materials or research as part of a program.

This information may include:

- Your full name, job title and organisation;
- Your contact details, including email address, phone number and postal address;
- Payment information (processed securely through our payment provider — we do not retain full credit card details);
- Professional background and role within the education sector;
- Your participation, attendance and contributions during a program.

2.2 Information Collected Automatically

When you visit our website at www.wellnessie.com.au, we may collect certain technical information automatically, including your IP address, browser type and version, pages visited and time spent on pages. This information is used for website analytics and improvement purposes only.

2.3 Sensitive Information

We do not intentionally collect sensitive information (such as health information, racial or ethnic origin, or religious beliefs) unless it is voluntarily shared by you in the context of program participation. Where sensitive information is shared, we will handle it with the highest degree of care and will not use or disclose it except as permitted by the Privacy Act.

3. How We Use Your Personal Information

Wellnessie uses your personal information for the following purposes:

- To process and confirm your enrolment in our programs;
- To deliver program sessions, materials and communications;
- To issue invoices, tax receipts and Certificates of Completion;
- To respond to your enquiries, requests or complaints;
- To administer transfers, deferrals and cancellations;
- To improve our programs, services and website;
- To send you information about upcoming Wellnessie programs and professional learning opportunities that may be of interest to you (see Section 7 on marketing);
- To comply with our legal obligations, including obligations under the Privacy Act and Australian Consumer Law;
- To enforce our Terms and Conditions and protect our legal rights.

We will only use your personal information for purposes that are directly related to the reason it was collected, or for a secondary purpose that you would reasonably expect.

4. Disclosure of Personal Information

4.1 General

Wellnessie does not sell, rent or trade your personal information to third parties. We may share your personal information with third parties only in the following circumstances:

- Service providers: We engage third-party service providers to assist with program delivery, payment processing, video conferencing, email communications and website hosting. These providers are bound by confidentiality obligations and are only permitted to use your information to perform services on our behalf.
- Enrolling organisations: Where your enrolment is made by an employer or organisation on your behalf, we may share relevant program information (including attendance records and Certificates of Completion) with that organisation.
- Legal obligations: We may disclose personal information where required to do so by law, court order, or regulatory authority, or where necessary to protect the rights, property or safety of Wellnessie, our participants or others.

4.2 Overseas Disclosure

Wellnessie primarily operates in Australia. Some of our third-party service providers (including video conferencing and cloud storage platforms) may store or process data outside Australia. We take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with the Australian Privacy Principles.

5. Storage and Security of Personal Information

Wellnessie takes reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure. These steps include:

- Storing information in secure electronic systems with access controls;
- Using reputable, industry-standard third-party platforms for program delivery and data storage;
- Limiting access to personal information to Wellnessie personnel who need it to perform their functions;
- Using secure payment gateways that do not store full card details.

No method of data transmission over the internet is completely secure. While we take all reasonable precautions, we cannot guarantee absolute security of information transmitted to or from us online.

When personal information is no longer needed for the purpose for which it was collected, and we are not required by law to retain it, we will take reasonable steps to destroy or de-identify it securely.

6. Access to and Correction of Personal Information

You have the right to request access to the personal information Wellnessie holds about you, and to request that we correct any information that is inaccurate, incomplete or out of date.

To make an access or correction request, please contact us using the details in Section 10. We will respond to your request within a reasonable timeframe (generally within 30 days) and will not charge a fee for making a request, although a reasonable fee may apply for processing complex or voluminous access requests.

We may decline an access or correction request in limited circumstances permitted by the Privacy Act, and will explain our reasons if we do so.

7. Direct Marketing

We may use your contact details to send you information about upcoming Wellnessie programs, events and professional learning opportunities that may be relevant to you, based on your participation in our programs or your enquiries.

You may opt out of receiving marketing communications at any time by:

- Clicking the “unsubscribe” link in any marketing email;
- Contacting us directly using the details in Section 10.

We will not send you marketing communications if you have asked us not to. Please note that we may still contact you with transactional or administrative information related to your enrolment even if you have opted out of marketing.

8. Cookies and Website Analytics

Our website may use cookies and similar tracking technologies to improve your browsing experience and help us understand how visitors use our site. Cookies are small text files stored on your device by your browser.

You can configure your browser to refuse cookies or to alert you when cookies are being used. Please note that disabling cookies may affect the functionality of some parts of our website.

We may use analytics services (such as Google Analytics) to collect anonymised information about website usage. These services may collect data such as pages visited, time on site and referring URLs. This data is used in aggregate form only and is not linked to your personal identity.

9. Privacy Complaints

If you believe Wellnessie has handled your personal information in a way that is inconsistent with the Privacy Act or the Australian Privacy Principles, you are entitled to make a complaint.

To make a privacy complaint, please contact us in writing using the contact details in Section 10. Please provide as much detail as possible about your concern. We will:

- Acknowledge receipt of your complaint within 5 business days;
- Investigate the complaint and respond to you within 30 days;
- Advise you of the outcome and any steps taken.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

10. Contact Us

For any questions, concerns or requests regarding this Privacy Policy or the way Wellnessie handles your personal information, please contact us:

Wellnessie

Location: Vincentia, New South Wales, 2540, Australia

Email: bookings@wellnessie.com.au

Website: www.wellnessie.com.au

11. Changes to This Privacy Policy

Wellnessie may update this Privacy Policy from time to time to reflect changes in our practices, legal obligations or operational requirements. The current version will always be available at www.wellnessie.com.au.

Where we make material changes to this Privacy Policy, we will notify enrolled program participants by email. Your continued use of our services after any update constitutes your acceptance of the updated Policy.

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This Privacy Policy is issued by Wellnessie (ABN: 47 233 109 568) and is governed by the laws of New South Wales, Australia.