

Open Frame Coaching Pty Ltd Privacy Statement

This Privacy Statement explains how **Open Frame Coaching Pty Ltd** (ABN 11 669 667 887) collects, uses, manages, and protects your personal information in line with the Australian Privacy Act and Australian Privacy Principles (APPs).

It applies when you provide information in any of the following ways:

- General enquiries, registrations, or program enrolments
- Subscribing to services, workshops, programs or coaching
- Through agreements or arrangements with us
- Where others provide us with your information

What Information We Collect

We collect personal information appropriate to the context, including:

- Name, contact details (email, phone, address)
- Program or service participation data
- Dietary, health or accessibility information (if relevant)
- Any personal details required for program delivery or evaluation

Sensitive information (e.g. health, belief) will only be collected with your explicit consent or where permitted by law.

How We Collect Information

Information may be collected when you:

- Contact us by phone, email, website, social media or in person
- Fill in application, registration or feedback forms
- Participate in coaching, workshops or programs
- Are referred by third parties (e.g. coaches, partners)

How We Use Your Personal Information

We use your personal information to:

- Manage program registrations, coaching services, workshops and associated operations
- Send you relevant communications (updates, reminders, notifications)
- Evaluate and improve our services, and conduct research and program assessment
- Tailor and develop new offerings

You may opt out of receiving promotional or informational communications not essential to your program engagement.

Disclosure to Third Parties

We may disclose your information to:

- Coaches or associates providing program services
- Service providers (e.g. IT, hosting, and administrative support) under confidentiality obligations
- Research or evaluation partners, or program sponsors, where required
- Legal or regulatory authorities if required by law

We require third parties to only use your information for purposes we specify and to protect it in accordance with privacy laws.

Overseas Transfers

If your information is transferred or stored overseas (e.g. with cloud providers), we will:

- Ensure legal permissions or your consent are in place
- Require that overseas parties maintain privacy protections comparable to Australian standards

Security & Retention

We take reasonable steps to protect your information from misuse, unauthorised access, loss, or alteration by:

- Limiting access to staff or contractors who need it
- Using technical and organisational safeguards (e.g. encryption, secure backups)
- Regular security reviews

We retain your information only as long as necessary for its intended purpose or to comply with legal obligations, and then either securely delete or anonymise it.

Access, Correction & Complaints

You have the right to:

- Request access to the data we hold about you
- Request corrections to inaccuracies
- withdraw consent for specific uses (as allowed by law)

To exercise these rights, contact us (see below). We will respond promptly and may charge a reasonable fee for providing access.

If you believe we have breached privacy principles, you may make a complaint. We will investigate and respond. If unresolved, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Changes to This Privacy Statement

We reserve the right to update this Statement to reflect changes in law or our operations. Updates will be posted on our website and communicated when necessary.

Contact Us

Open Frame Coaching Pty Ltd

Privacy Officer

14 Gill Avenue, Avoca Beach, NSW 2251

Email: contact@openframecoaching.com.au