

APP Privacy Policy - Above the Common

Effective Date: 16 December 2025

1. Purpose of this Privacy Policy

Above the Common (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information with care, integrity, and transparency.

This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with the **Australian Privacy Principles (APPs)** under the Privacy Act 1988 (Cth).

By engaging with our services, visiting our website, or interacting with us online, you acknowledge and agree to the handling of personal information as described in this policy.

2. Scope

This policy applies to personal information collected through:

- Individual coaching and mentoring
- Group programs, workshops, and retreats
- Corporate coaching, mentoring, facilitation, and consulting
- Online services, video calls, and digital platforms
- Our website, landing pages, mailing lists, and social media interactions

Our business operates from Australia. Where services are accessed from outside Australia, this Privacy Policy continues to apply.

3. What personal information we collect

We collect only the personal information reasonably necessary to deliver our services.

For individual clients, this may include:

- Name, email address, phone number
- Intake forms and reflective inputs
- Coaching notes and session records
- Information voluntarily shared during sessions

This may include **sensitive information** (such as wellbeing-related reflections) where relevant and only with your consent.

For corporate engagements, this may include:

- Names and business contact details
- Role-related information
- Notes and materials relevant to the engagement

Technical and usage information:

- Website interactions (e.g. pages visited, forms submitted)
- IP address, browser type, device information
- Email engagement data (e.g. opens, clicks)

4. How we collect personal information

We collect personal information through:

- Direct communication (email, phone, video calls)
- Intake and booking forms
- Coaching sessions (in person or online)
- Website forms, downloads, and registrations
- Mailing list subscriptions
- Social media interactions where you contact us directly

We do not collect personal information unlawfully or unnecessarily.

5. Session recordings

Coaching or mentoring sessions may be recorded **only with your explicit consent**.

Recordings, where agreed, are used solely to:

- Support your coaching process
- Allow you to revisit insights or actions
- Maintain continuity where appropriate

Recordings are stored securely and deleted when no longer needed, or earlier upon request.

6. How we use personal information

We use personal information to:

- Deliver coaching, mentoring, and consulting services
- Communicate with you about sessions, programs, and logistics
- Maintain professional records and continuity
- Send relevant updates, insights, or newsletters (with opt-out available)
- Improve our services, website, and user experience

Coaching log (ICF verification)

With your consent, limited information (such as name, dates, and total coaching hours) may be recorded internally to verify coaching experience with the International Coaching Federation (ICF). Identifiable information is not submitted unless required during an audit process.

7. Mailing lists and communications

If you subscribe to our mailing list, we may send you updates, insights, or information about our services.

- You can **unsubscribe at any time** using the link in our emails
- We do not sell or rent mailing lists
- Your contact details are used only for our communications

8. Third-party service providers

We use reputable third-party platforms to support service delivery and operations.

These may include:

- **CoachAccountable** (client management, booking, communication, invoicing)
- **Systeme.io** (website pages, forms, email communications)
- Payment processors and scheduling tools
- Analytics and marketing tools (e.g. Meta Pixel)

Personal information is shared with these providers **only as necessary** to deliver services. We take reasonable steps to ensure providers apply appropriate privacy and security safeguards.

9. Cookies, analytics, and tracking

Our website and digital platforms may use cookies and similar technologies to:

- Understand how visitors interact with our content
- Improve website performance and user experience
- Measure marketing effectiveness

This may include analytics tools and marketing pixels (such as Meta Pixel).

You can manage or disable cookies through your browser settings. Doing so may affect website functionality.

10. Social media interactions

If you interact with us via social media platforms (such as Instagram or LinkedIn):

- Any personal information you share publicly is subject to the platform's privacy policies
- Private messages may be stored where relevant to our services
- We collect only information you choose to share with us directly

11. Data storage, security, and overseas disclosure

Personal information is stored using secure cloud-based systems. These systems may store data on servers located outside Australia.

We take reasonable steps to protect personal information, including:

- Encryption and secure access controls
- Multi-factor authentication
- Restricted access to sensitive data
- Ongoing review and improvement of security practices

12. Data retention and deletion

- General personal data is retained for up to **7 years** after the end of the professional relationship
- Sensitive coaching notes are retained for up to **3 years**, unless otherwise required

You may request deletion of your personal information at any time, subject to legal or professional obligations.

13. Your rights

You have the right to:

- Access your personal information
- Request correction of inaccurate information
- Withdraw consent where applicable
- Request deletion of your data

Requests can be made in writing to the contact details below. We may need to verify your identity before processing requests.

14. Complaints and contact

If you have questions or concerns about privacy, please contact:

Above the Common

Email: ava@abovethecommon.com.au

We aim to respond to privacy enquiries and complaints promptly and respectfully.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.