

# Privacy Policy

## 1. Introduction

Carnelian Heart respects your privacy and is committed to protecting your personal information in compliance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This policy outlines how we collect, use, and safeguard your information across our website, programs, and digital communications.

## 2. What We Collect

We may collect:

- **Personal details** (e.g., name, email, phone number, location)
- **Payment details** (processed securely via third-party providers)
- **Responses** to quizzes, forms, courses, or surveys
- **Usage data** (such as cookies, browser type, time on site)

## 3. How We Use Your Information

We collect personal information to:

- Deliver requested content, courses, or guides
- Send email updates, newsletters, and offers
- Improve our website, user experience, and communication
- Process transactions securely
- Comply with legal or regulatory obligations

You may unsubscribe from emails at any time by clicking “unsubscribe” or contacting us directly.

## 4. How We Store and Protect Your Data

We take reasonable physical and electronic measures to protect your personal information against unauthorized access, loss, or misuse. Data may be stored on secure servers (including third-party providers such as GoDaddy, Meta Business Suite).

## 5. Disclosure to Third Parties

We may share limited information with trusted service providers who help us operate (e.g., payment processors, email systems, analytics tools). We do not sell or rent your personal data.

## 6. Cookies & Tracking

We use cookies and tracking tools to analyse user behaviour and improve our content. You can disable cookies in your browser settings if you prefer.

## 7. Access, Correction & Deletion

You can request to access, update, or delete your personal information at any time by contacting us at [contact@carnelianheart.com](mailto:contact@carnelianheart.com)

## 8. International Transfers

Some of our service providers may be located outside Australia. We take reasonable steps to ensure your information remains protected and handled under Australian privacy standards.

## 9. Changes to This Policy

We may revise this policy periodically. Updates will be posted on our website with the “Last Updated” date.

## 10. Contact

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

 [contact@carnelianheart.com](mailto:contact@carnelianheart.com)

 [www.carnelianheart.com](http://www.carnelianheart.com)