

Privacy Policy

Effective Date: 01/02/2025

Entity: SuperchargedU Coaching

SuperchargedU Coaching (“we,” “our,” “us”) is committed to protecting your privacy and handling your personal information responsibly, transparently, and in accordance with the Australian Privacy Principles (APPs) and applicable laws.

By using our services, website, or communication channels, you agree to the terms of this Privacy Policy. If you do not agree, please do not use our services.

1. Information We Collect

We may collect the following categories of information:

a) Personal Information

- Full name
- Email address
- Phone number
- Mailing address
- Date of birth
- Emergency contact information
- Payment details (processed securely via Stripe)

b) Sensitive Information

During coaching you may share sensitive details relating to your:

- Health and well-being
- Relationships and family matters
- Emotional or financial circumstances

We treat all sensitive information with the highest confidentiality.

c) Non-Personal / Technical Information

- Browser type and version
 - IP address
 - Device identifiers
 - Website usage data (e.g., pages visited, time spent)
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2. How We Use Your Information

We use your personal information to:

- Deliver and manage coaching services
 - Communicate with you about sessions, updates, and service changes
 - Process payments and manage billing securely via Stripe
 - Improve the quality, safety, and effectiveness of our services
 - Personalise your experience and support your goals
 - Prevent fraud and maintain the security of our systems
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3. How We Share Your Information

We do not sell or rent your personal information. We may share data only in these circumstances:

- With your consent: e.g., where you authorise sharing with another professional.
- With service providers: e.g., Stripe (payment processing), scheduling platforms, secure data storage providers – only as necessary to deliver services.
- Legal obligations: where disclosure is required by law, subpoena, or regulatory request.
- Business transfers: in the event of a merger, restructuring, or sale of assets, provided privacy protections remain in place.

Stripe acts as an independent data controller for certain payment information. Please review [Stripe's Privacy Policy](#).

4. Data Storage & Security

We take reasonable and industry-standard measures to protect your information:

- Secure storage with encryption and access controls
- Access limited to authorised personnel under confidentiality agreements
- Regular monitoring for vulnerabilities and threats

No system can be guaranteed 100% secure. You provide data at your own risk, but we strive to safeguard it.

5. Your Rights

You have the right to:

- Access personal information we hold about you
- Request corrections to inaccurate or outdated information
- Request deletion of your personal data (unless we are legally required to retain it)
- Withdraw consent for data processing at any time

To exercise these rights, contact us at enquiries@superchargedu.com.au or 07 5431 1330.

6. Data Retention

We keep your personal information only as long as necessary for:

- Delivering services
- Meeting legal, tax, or regulatory obligations
- Handling disputes

After this period, data will be securely deleted or anonymised.

7. Cookies & Tracking

We may use cookies and similar technologies to:

- Improve website functionality
- Analyse visitor traffic
- Remember preferences

You can manage or disable cookies in your browser settings, though some features may not work as intended.

8. Third-Party Links

Our website and communications may contain links to third-party sites. We are not responsible for the privacy practices of those providers. Please review their policies before sharing personal information.

9. International Data Transfers

Our service providers (including Stripe) may process your data on servers located outside Australia. By using our services, you consent to such transfers, which will always be subject to appropriate safeguards.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Updated versions will be posted on our website with a revised "Effective Date."

11. Contact Us

For questions, concerns, or privacy requests, contact:

SuperchargedU Coaching
Email: enquiries@superchargedu.com.au
Phone: 07 5431 1330