

Privacy Policy

1. Introduction

Leap Lab Pty Ltd ("we," "us," or "our") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information in compliance with the Australian Privacy Act 1988 (Cth) ("Privacy Act") and the Australian Privacy Principles ("APPs").

By using our website, registering for our workshops, or engaging with our coaching services, you consent to the collection and use of your personal information as described in this Privacy Policy.

2. What Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, mailing address.
 - **Business Information:** Details about your business, such as your business name, industry, and goals.
 - **Payment Information:** Payment details processed securely via third-party payment gateways (we do not store credit card details).
 - **Technical Information:** IP address, browser type, and operating system when accessing our website.
 - **Other Information:** Any additional information you provide to us voluntarily, such as responses to surveys, feedback forms, or communication preferences.
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3. How We Collect Your Information

We collect personal information in the following ways:

- Directly from you when you fill out forms, register for workshops, or communicate with us.

- Automatically when you visit our website, through cookies and analytics tools.
 - Through third-party platforms (e.g., payment processors) if you register for our services.
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4. How We Use Your Information

We collect and use your personal information to:

- Provide and manage our services, including workshops, coaching sessions, and online resources.
 - Communicate with you about updates, special offers, and other relevant information.
 - Process payments securely.
 - Improve our website, products, and services through analytics and feedback.
 - Comply with legal and regulatory requirements.
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5. Disclosure of Your Information

We do not sell or rent your personal information to third parties. However, we may disclose your information to:

- **Service Providers:** Third-party vendors who assist us in delivering services, such as payment processors or email marketing platforms.
 - **Legal Authorities:** If required by law or to protect our legal rights.
 - **Successors:** In the event of a business transfer, merger, or sale.
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6. Security of Your Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Measures include:

- Secure servers and encryption for sensitive information.

- Regular reviews of our data protection practices.
- Limiting access to personal information to authorised personnel only.

Despite our efforts, no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute security.

7. Cookies and Analytics

Our website uses cookies and similar technologies to enhance your browsing experience and collect information about website usage. You can control or disable cookies through your browser settings; however, this may affect your ability to use certain features of our website.

8. Third-Party Links

Our website and communications may contain links to third-party websites. We are not responsible for the privacy practices of these external sites and encourage you to review their privacy policies.

9. Your Rights

Under the Privacy Act, you have the right to:

- Access the personal information we hold about you.
 - Request corrections to your personal information if it is inaccurate, incomplete, or outdated.
 - Opt-out of receiving marketing communications by following the unsubscribe instructions in our emails or contacting us directly.
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10. International Data Transfers

If you access our services from outside Australia, your personal information may be transferred to, stored, or processed in Australia. By using our services, you consent to these transfers in compliance with applicable data protection laws.

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on our website, and your continued use of our services constitutes acceptance of the revised policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

- **Email:** caroline@leaplab.com.au
- **Address:** Leap Lab Pty Ltd, Brisbane, Queensland, Australia

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