

Privacy Policy

The Learning Life – From School to Soul

The Learning Life – From School to Soul (“The Learning Life”, “we”, “us”) is committed to protecting your privacy and handling personal information with care, respect, and transparency.

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

1. What Information We Collect

We may collect personal information including:

- Names, email addresses, phone numbers
- Information shared during enquiries or consultations
- Educational, family, or wellbeing-related information you choose to share
- Payment and billing details (processed securely via third-party providers)

We only collect information that is reasonably necessary to provide our services.

2. How We Collect Information

Information is collected when you:

- Contact us via our website, email, or social media
 - Book or participate in a session
 - Complete intake or onboarding forms
 - Communicate with us directly
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3. How We Use Your Information

Your information is used to:

- Provide and personalise our services
- Communicate with you about sessions, updates, or support
- Process payments and manage bookings
- Meet legal, safety, or professional obligations

We do not sell or rent your personal information.

4. Sensitive Information

Some services may involve sharing sensitive information (such as educational challenges or family circumstances).

This information is:

- Shared voluntarily by you
- Used only for the purpose of providing support
- Handled with additional care and confidentiality

5. Disclosure of Information

Your information may be disclosed only when:

- Required by law
- Necessary to prevent serious risk to health or safety
- You have provided consent
- In limited circumstances, to trusted service providers (e.g. payment processors, booking platforms)

All third-party providers are expected to comply with privacy and data protection standards.

6. Storage & Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, or disclosure.

Information may be stored:

- Digitally via secure platforms (e.g. email, booking systems, cloud storage)
- With password protection and access controls

7. Access & Correction

You have the right to:

- Request access to personal information we hold about you
- Request corrections if information is inaccurate or outdated

Requests can be made by contacting us directly.

8. Cookies & Website Analytics

Our website may use cookies or analytics tools to understand website traffic and improve user experience.

These tools do not identify you personally.

9. External Links

Our website may contain links to external sites. We are not responsible for the privacy practices of those sites and encourage you to review their policies.


10. Changes to This Policy

This Privacy Policy may be updated from time to time. The most current version will always be available on our website.

11. Contact Us

If you have questions or concerns about this Privacy Policy or how your information is handled, you can contact:

The Learning Life – From School to Soul

 Email: thelearninglife.info@gmail.com

Your trust matters. We honour the stories you share with care, discretion, and respect.