



## Privacy Policy – The Change Canopy

At The Change Canopy, we believe healthy workplaces grow from trust, transparency, and psychological safety. Just as thriving ecosystems depend on balance, your personal information deserves equal care. We are committed to protecting your privacy and managing your data ethically, responsibly, and in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### 1. Information We Collect

We may collect personal information such as your name, contact details, organisation, enquiry details, or information shared during consulting, HR investigations, training programs, surveys, or online resource downloads. We may also collect sensitive information related to workplace matters, but only with your consent or where legally permitted.

We automatically collect website usage data through cookies, analytics tools, and tracking technologies to help us improve user experience.

### 2. How We Collect Information

We collect information when you:

- Contact us via the website, forms, email or phone
- Sign up for newsletters, resources, or workshops
- Engage us for HR consulting, investigations, training, or capability programs
- Participate in surveys, audits, or assessments
- Visit our website (cookies, analytics)

We may also receive information from employers engaging us, third-party technology tools, or publicly available business information.

### 3. Why We Collect and Use Information

- We use your information to:
- Respond to enquiries and deliver services
- Provide HR, investigation, training, and organisational development support
- Send resources and updates you have opted into
- Improve our programs, website, and client experience





- Meet legal, ethical, and contractual obligations
- Maintain accurate business and investigation records

**We never sell your personal information.**

#### **4. Disclosure of Information**

- We may disclose personal information to:
- Employers/clients engaging our services
- HR, legal or specialist advisors assisting with investigations
- Technology providers such as Wix, Google Workspace, Microsoft, Mailchimp, Calendly, Typeform, Otter
- Payment platforms
- Government bodies if required by law

Disclosures occur only when necessary, legally required, or with your consent.

#### **5. International Storage**

Some service providers store data overseas (e.g., USA, EU, UK). We take reasonable steps to ensure they uphold privacy protections equivalent to Australian standards.

#### **6. Data Security**

We protect personal information through:

- Secure cloud platforms
- Password-protected documents
- Encrypted devices
- Restricted access to investigation files
- Cybersecurity monitoring

We retain information only as long as needed for business, legal or compliance requirements.

#### **7. Your Rights**

You have the right to:

- Access your personal information
- Request corrections
- Opt out of marketing





- Raise concerns about how your data is handled

We will respond to all requests within a reasonable timeframe.

## **8. Cookies and Website Tracking**

We use cookies and analytics tools to enhance website performance, understand visitor behaviour, and deliver relevant content. You can disable cookies in your browser settings.

## **9. Direct Marketing**

We send emails only where you have opted in. You can unsubscribe at any time.

## **10. Policy Updates**

We may update this Privacy Policy from time to time. The most current version will be available on our website.

## **11. Contact Us**

If you have any questions or wish to request access to your information, please contact:

The Change Canopy

Email: [nickie@thechangecanopy.com.au](mailto:nickie@thechangecanopy.com.au)

Phone: 0421 468 713

Website: [www.thechangecanopy.com.au](http://www.thechangecanopy.com.au)

