

# Privacy Policy

**I AM ABLE Creatively Connecting Families**

**Last Updated: 23/06/2026**

## Our Commitment to Privacy

I AM ABLE Creatively Connecting Families ("I AM ABLE", "we", "our", or "us") is committed to protecting the privacy and confidentiality of individuals who engage with our services, programs, events, and birth reflection activities.

This Privacy Policy explains how we collect, use, store, and protect your personal information.

## What Information We Collect

We may collect personal information including:

- Name
- Email address
- Phone number
- Photo and image consent preferences
- Information provided through registration forms, surveys, and enquiries
- Notes from birth reflection conversations and discussions about pregnancy, birth, and perinatal experiences
- Any other information you voluntarily provide to us

Participation in birth reflection activities may involve sharing personal experiences and sensitive information relating to pregnancy, birth, family circumstances, emotional wellbeing, and healthcare experiences.

## How We Collect Information

We collect information when you:

- Complete online forms, including Google Forms
- Register for programs, workshops, events, or activities
- Participate in birth reflection conversations
- Sign consent forms
- Contact us via email, phone, social media, or our website

- Subscribe to updates or newsletters

## **Why We Collect Information**

We collect and use personal information to:

- Deliver programs, services, and support activities
- Communicate with participants
- Maintain records and administrative information
- Record consent preferences
- Facilitate birth reflection activities
- Improve and evaluate our services
- Develop educational resources and advocacy initiatives
- Meet legal and regulatory obligations

## **Birth Reflection Information**

Birth reflection conversations are voluntary and conducted with participant consent.

Written notes from these conversations are retained to support reflection, service evaluation, education, advocacy, and the development of future programs.

Where information from birth reflections is used for reporting, education, presentations, publications, advocacy, or service improvement, it will be de-identified unless specific additional consent has been obtained.

We will not publish identifying personal information without your explicit permission.

## **Storage and Security**

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

Information is stored using:

- Google Drive, with password-protected access for birth reflection records
- Wix website and customer relationship management (CRM) systems
- Secure digital records accessible only to authorised personnel

While we take reasonable precautions, no online system can guarantee absolute security.

## **Photo and Media Consent**

Photographs, videos, and other media will only be used in accordance with the consent you provide.

You may withdraw consent for future use at any time by contacting us. Withdrawal of consent will apply to future use and publication where reasonably practicable.

## **Disclosure of Information**

We do not sell, rent, or trade personal information.

We may disclose information:

- With your consent
- To service providers who support our operations (such as website, storage, and communication providers)
- Where required by law
- Where necessary to prevent a serious threat to the health, safety, or wellbeing of an individual

Any publicly shared information arising from birth reflections or program evaluation will be de-identified unless express consent has been provided.

## **Access and Correction**

You may request access to personal information we hold about you and request corrections if the information is inaccurate, incomplete, or out of date.

To make a request, please contact us using the details below.

## **Retention of Information**

We retain personal information only for as long as reasonably necessary to fulfil the purposes described in this policy, comply with legal obligations, and maintain organisational records.

When information is no longer required, we will securely delete or de-identify it where practical.

## **Website and Analytics**

Our website may collect limited information through cookies, analytics tools, or website functionality to help us understand website usage and improve user experience.

Users may adjust browser settings to manage cookie preferences.

## **Contact Us**

If you have questions, concerns, or requests relating to privacy or personal information, please contact:

**I AM ABLE Creatively Connecting Families**

Email: [mel@iamableconnect.com.au](mailto:mel@iamableconnect.com.au)

Website: <https://www.iamableconnect.com.au>

## **Changes to this Policy**

We may update this Privacy Policy from time to time. The latest version will be published on our website and will take effect immediately upon publication.