

PRIVACY POLICY

At Blossoming Horizon ("we," "us," or "our"), we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website or use our services. Please review this policy carefully to understand how we manage your personal data.

Information We Collect

When you interact with us through our website or services, we may collect the following personal information:

- **Personal Details:** Name, email address, and telephone number.
- **Service Information:** Information about your child's therapy needs or preferences when you make inquiries or bookings.
- **Additional Data:** Any details you provide in communications, such as feedback or specific requirements.

We may also collect anonymized or aggregated data for analysis purposes.

Use of Your Information

We use the information we collect to:

1. **Provide and Manage Services:**
 - Process therapy bookings and confirm sessions.
 - Tailor services to your child's needs and preferences.
2. **Communicate with You:**
 - Respond to inquiries, send appointment confirmations, and provide updates related to therapy sessions.
 - Share important information about your services or changes to our offerings.
3. **Support Funding Processes:**
 - Assist with invoicing for NDIS claims or related processes as required.
4. **Send Marketing Materials (with your consent):**
 - Share updates, promotional materials, or other relevant communications. You may opt out of these communications at any time by using the unsubscribe link provided in emails.

5. Improve Our Services:

- Use feedback to enhance our offerings and user experience.

6. Process Payments:

- Securely process therapy payments through Stripe or other third-party payment processors, in compliance with their privacy policies.

Disclosure of Your Information

We do not sell or trade your personal information. However, we may share it in the following circumstances:

1. Service Providers:

Third-party providers such as payment processors, IT services, or email platforms that perform services on our behalf.

2. Compliance with Legal Obligations:

If required by law or in response to valid requests by government or regulatory bodies.

3. NDIS-Related Sharing:

With your consent, we may share relevant information with NDIS plan managers or other authorized parties to support funding claims.

Security of Your Information

We implement reasonable measures to protect your personal information from unauthorized access, use, or disclosure. While we strive to safeguard your data, no method of transmission or storage is completely secure. You transmit information at your own risk.

Cookies

We use cookies to improve your experience on our website. Cookies allow us to recognize your browser and remember specific preferences. You can disable cookies in your browser settings, but this may limit some website features.

Third-Party Links

Our website may include links to third-party websites for convenience. We are not responsible for their privacy practices, and we encourage you to review the privacy policies of any external sites.

Your Rights

You have the right to:

- Access: Request a copy of the personal information we hold about you.
- Correct: Update or amend inaccurate information.
- Delete: Request the deletion of your personal data, subject to any legal obligations we may have to retain it.

To exercise these rights, please contact us at info@blossominghorizon.com.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. Updates will be posted on this page with an effective revision date.