

Privacy Policy

How we collect, use, and protect your information

This Privacy Policy explains how Framework Learning and Support (ABN 40 151 308 663) collects, uses, stores, and protects personal information when you visit our website or use our services. This policy applies to website visitors, enquiring families, and current clients.

We are committed to handling your information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Information We Collect

We may collect the following types of personal information:

- Contact details (name, email address, phone number) when you make an enquiry, book a session, or submit a form on our website
- Information about your child's learning needs, diagnosis, and school context — shared voluntarily during intake or sessions
- Payment information processed securely through Stripe (we do not store card details)
- Booking and scheduling information collected through Calendly
- Session notes, progress records, and program documentation created during service delivery
- Technical data collected automatically by our website hosting provider (Netlify), such as IP address and browser type — this data is anonymised and not linked to you personally

2. How We Use Your Information

We use personal information only for the following purposes:

- Delivering tutoring, coaching, and support services
- Communicating with you about sessions, progress, and scheduling
- Processing payments and issuing invoices
- Meeting legal obligations, including mandatory reporting under the Child Protection Act 1999 (Qld)
- Improving our services based on feedback

We do not use your information for marketing, advertising, or profiling. We do not sell or share your data with third parties for commercial purposes.

3. Third-Party Services

We use a small number of external tools to deliver our services. Each tool accesses only the minimum information necessary for its function:

- **Google Workspace** (Drive, Docs, Meet) — stores client files and hosts online sessions. Google encrypts data in transit and at rest.
- **Calendly** — collects your name, email, and phone number for scheduling. See calendly.com/privacy.
- **Stripe** — processes payments securely. Stripe does not share card details with us. See stripe.com/privacy.
- **Netlify** — hosts our website. Netlify may collect anonymised usage data. See netlify.com/privacy.

We do not use analytics, advertising, or tracking tools on our website.

4. Data Storage and Security

All client records are stored in Google Workspace, which primarily uses Australian data centres. Google may process data through servers in other countries as part of its global infrastructure but complies with Australian privacy law.

We take reasonable steps to protect your information from unauthorised access, modification, or disclosure. These steps include password-protected accounts, encrypted cloud storage, and limiting access to authorised personnel only.

5. Data Retention

- **Client records:** Retained for 7 years after the service relationship ends, consistent with Queensland legal requirements and professional best practice.
- **Financial records:** Retained for 7 years as required by the Australian Taxation Office.
- **Mandatory reporting records:** Retained indefinitely for legal compliance.
- **Website enquiries:** Retained only as long as necessary to respond to your enquiry.

When records reach their retention period, they are permanently deleted from Google Drive.

6. Mandatory Reporting

As a Queensland Registered Teacher, Scott Butler is a mandatory reporter under the Child Protection Act 1999 (Qld). If a reasonable suspicion is formed that a child is at risk of significant harm, we are legally required to report this to the Queensland Department of Child Safety. This obligation overrides confidentiality.

7. Your Rights

You have the right to:

- Request access to the personal information we hold about you or your child
- Request correction of inaccurate or out-of-date information
- Request deletion of your data (subject to legal retention requirements)
- Withdraw consent for optional data sharing at any time

To exercise any of these rights, email hello@frameworklearning.com.au. We will respond within 10 business days.

8. Privacy Breaches

In the unlikely event that your data is accessed without authorisation, we will notify you as soon as practicable, take immediate steps to contain the breach, assess the risk and report to the Office of the Australian Information Commissioner (OAIC) if required by law, and provide a clear explanation of what occurred.

9. Complaints

If you believe your privacy has been breached or you are dissatisfied with how your information has been handled, please contact us directly at hello@frameworklearning.com.au. We will investigate and respond within 21 days.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or by calling 1300 363 992.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be noted on this page with the updated effective date. We encourage you to review this policy periodically.

Contact

Scott Butler — Framework Learning and Support

Email: hello@frameworklearning.com.au

Phone: 0431 277 024

Web: frameworklearning.com.au

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