



Privacy policy:

Privacy Policy for Nurture & Grow Counselling Service

Our privacy policy is designed to be transparent and comply with current best practices. We explicitly list all personal data we collect and how we use it, and we link to relevant third-party privacy policies.

Information We Collect

- **Personal Details:** name, email address, phone number and any information you voluntarily provide (comments, feedback, reviews, etc.).
- **Technical Data:** IP address, browser type, device and connection information, referring/exit pages, and other session data (e.g. pages visited, time spent, page interactions).
- **Session Data:** length of visit, pages viewed, and other usage patterns collected via analytics tools.

We have enumerated these categories for clarity, as recommended by privacy best practices.

How We Use and Store Your Information

Our site is hosted on **Wix.com**. Wix's Privacy Policy states that "Wix.com cares deeply about the privacy of its visitors and users" [wix.com](https://www.wix.com/privacy). Wix is fully committed to major privacy laws (GDPR, CCPA, LGPD) [wix.com](https://www.wix.com/privacy) and uses industry-standard protections (SSL/TLS encryption, PCI-DSS certification) to secure data [wix.com](https://www.wix.com/privacy). Any information you enter on our site is stored on Wix's secure servers behind firewalls.

We use your personal information solely to respond to your enquiries and, if you proceed, to provide counselling or related services. If you choose not to proceed, or if you request that we stop contacting you, we will securely delete your email and any attached personal details (where technically possible).

Email and Other Communications

When you contact us by email, we process your information (name, email, phone, etc.) through our email providers (Google Workspace/Gmail and hostedmail.com). These providers store and handle your data according to their own privacy policies. Please review Google's Privacy Policy and your email host's privacy information to understand how your data is managed. We will only use this information to respond to your enquiry or provide services you request.

Communication via Facebook and WhatsApp

We collect any personal information you voluntarily provide when you communicate with us through our **Facebook Page** or via **WhatsApp** (for example, your name, phone number, email, or message content). However:

- **No Services via Social Chat:** We do **not** provide counselling or crisis support through Facebook or WhatsApp.



- **No Emergency Support:** We will **not** respond to crisis messages, reports of self-harm, or urgent mental health issues on these platforms. If you are in immediate crisis, please call emergency services (000 in Australia) or use the national helplines listed below.
- **Response Times:** We do not guarantee any particular timeframe for responding to messages on social media or messaging apps.
- **Content Rules:** We reserve the right to hide, remove, block, or report any comments or messages that contain abusive, harassing, defamatory, threatening, or illegal content.

For information on how these platforms handle data, please see Facebook's Data Policy and WhatsApp's Privacy Policy [whatsapp.com](https://www.whatsapp.com/privacy). (Note that Facebook and WhatsApp are owned by Meta and have their own data practices.)

If you are in crisis, do **not** rely on Facebook or WhatsApp. Please call your GP, dial 000 (if someone is at immediate risk), or use these helplines:

- **Lifeline:** 13 11 14
- **Suicide Call Back Service:** 1300 659 467
- **1800RESPECT:** 1800 737 732

Online Counselling Sessions

We use trusted video-conferencing platforms for online sessions (Google Meet, Zoom, Microsoft Teams). By booking or joining a session, you acknowledge that those platforms will process your name, email, and any details you share during the meeting. These platforms may also collect metadata (meeting duration, participant details, IP addresses) as part of normal operation. We do **not** record sessions without your explicit consent.

For more information on how these services handle your data, see their privacy statements:

- Google Privacy Policy
- Zoom Privacy Statement [zoom.com](https://zoom.us/privacy)
- Microsoft Privacy Statement

Cookies

Our website uses cookies and similar tracking technologies to enhance your experience. As privacy guidelines recommend, we explain our cookies;

- **Types of Cookies:** e.g. essential (for site functionality), analytics (to measure usage), etc.
- **Purpose:** e.g. to remember your preferences or analyze site performance.
- **Your Options:** You can manage or block cookies through your browser settings. To learn more about cookies and privacy, visit All About Cookies.



We recommend reviewing that site to understand how cookies work. Many laws require that we disclose our use of cookies and offer opt-out options.

Withdrawing Consent

If you no longer want us to process your data, you can withdraw your consent at any time by contacting us at **0434 017 481**. We will securely delete your personal information from our records where technically possible.

Privacy Policy Updates

We may update this policy to reflect changes in our practices or privacy laws. We always include a “Last Updated” date at the top. Privacy experts advise that policies should be regularly reviewed and kept current. Please check this page periodically for any changes.

Last updated: July 14, 2025

Website Disclaimer

The content on this website is provided for general informational purposes only. While we strive for accuracy, Nurture & Grow Counselling Service makes no warranties about the completeness, reliability, or suitability of this information for any particular purpose. To the extent permitted by law, we are not liable for any losses or damages incurred as a result of relying on the information on this site. Any reliance you place on such information is strictly at your own risk.

This site may contain links or references to third-party websites. We do not control those sites and make no warranty regarding the accuracy or reliability of any information on them. We do not endorse or sponsor any content on external sites. We also cannot guarantee that material on other websites does not infringe intellectual property rights; linking to another site does not imply we authorise any such infringement.

If you are in crisis, please use the national helplines or emergency services rather than relying on this website.

Contact Us

For questions about this privacy policy or how we handle your data, contact Nurture & Grow Counselling Service at **0434 017 481** or via our Contact page.