



TERMS AND CONDITIONS

GENERAL DISCLAIMER

All information included in Parents You've Got This programs is general in nature. It is intended to support, not replace, discussion and consultation with your doctor or healthcare professionals. Parents You've Got This Experts have made considerable effort to ensure all information is accurate, up to date and easy to understand. Parents You've Got This and the Expert team accept no responsibility for any inaccuracies, information perceived as misleading, or the success of any treatment regimen detailed in Parents You've Got This programs.

CANCELLATION

Virtual Masterclasses Cancellation

Full payment is due at time of booking. Virtual Masterclass tickets are not transferrable and are not refundable, except in extenuating circumstances, at the discretion of PYGT.

In-person Masterclasses Cancellation

For classes held in person, payment of the full fee is due at time of booking. A refund (less a non-refundable deposit of \$150) will be given for a withdrawal if notice in writing is received by PYGT at least 7 days prior to course start date. No refund is given for cancellations within 7 days of the class. The option to join another course may be given, at the discretion of PYGT. In the unlikely event that PYGT cancels any Masterclass, a full refund will be given.

PRIVACY POLICY

Parents You've Got This is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?



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Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses and phone numbers.

This Personal Information is obtained in many ways including by email, via our website www.parentsyouvegotthis.com.au and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Third Party Cookies

We use third-party cookies, including the Facebook Pixel, Google Ads, Google Analytics, TikTok, LinkedIn and Meta Ads to track website visitors and improve the optimisation and marketing of our website. This helps us understand user behaviour and preferences, which allows us to provide a better website experience. Please note that you can manage or disable these cookies through your web browser settings. We take the protection and use of collected data seriously and follow industry standards to safeguard your personal information.

Disclosure of Personal Information



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Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Parents You've Got This will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information, we may require identification from you before releasing the requested information.