

Privacy Policy

Coaching Focus

Last updated: 7 October 2026

Coaching Focus respects your privacy and the trust you place in us when sharing your information. This policy explains how we collect, hold, use and disclose personal information, and how you can contact us about your privacy.

It applies when you visit our website, make an enquiry, purchase a resource, register for a program or event, participate in coaching or professional learning, or subscribe to our communications.

About Coaching Focus

Coaching Focus is based in Australia, and provides leadership development, coaching, career support, professional learning programs and educational resources.

For privacy enquiries, please contact:

Janine Stratford — Coaching Focus

Telephone: +61 400 120 822

Contact form: coachingfocus.com.au/contact

Information we collect

We collect personal information reasonably needed to provide our services and support your participation. Depending on your interaction with us, this may include:

- Your name, email address, telephone number and postal address.
- Your school or organisation, professional role and billing details.
- Registration, purchase, attendance and completion records.
- Your professional background, leadership goals and learning needs.
- Information you choose to share in coaching conversations, questionnaires, assessments or learning activities.
- Feedback, survey responses and testimonials.
- Dietary, accessibility or other participation requirements.
- Your preferences for receiving emails and other communications.

Where we need sensitive information, such as health information relevant to your participation, we seek your consent unless collection is otherwise permitted or required by law.

How we collect information

We usually collect information directly from you when you:

- Complete an enquiry, registration, booking or subscription form.
- Purchase a program, resource or service.

- Communicate with us by email, telephone, video conference or social media.
- Participate in coaching, professional learning or assessments.
- Complete a survey or provide feedback.

We may receive your registration or contact details from your school or organisation when it arranges a service on your behalf.

Our website and communication platforms may also collect technical and usage information, as described below.

If you provide information about another person, please ensure you have appropriate authority to share it. Avoid including identifiable student or colleague information in workshop activities or coaching discussions unless it is necessary and you are authorised to do so.

Why we use your information

We use personal information to:

- Respond to enquiries and provide requested information.
- Manage registrations, bookings, purchases and payments.
- Deliver coaching, programs, events, assessments and resources.
- Understand participants' needs and tailor learning experiences.
- Send joining instructions, reminders and follow-up materials.
- Maintain attendance records and issue certificates.
- Seek feedback and improve our services.
- Maintain business records and meet applicable legal obligations.
- Send relevant newsletters and promotional communications where you have consented or where otherwise permitted by law.

We do not sell or rent your personal information.

Coaching and participant confidentiality

We treat personal coaching conversations, coaching notes, individual reflections and assessment results as confidential.

If your school or organisation pays for your participation, we may confirm administrative details such as your registration, attendance and completion. Any additional reporting about your coaching goals, progress or assessment results will be agreed with you beforehand.

We do not routinely share individual coaching notes or personal workbook responses with your employer.

Disclosure may occur where required or permitted by law, including circumstances involving a serious threat to someone's life, health or safety. Where appropriate and lawful, we will discuss this with you before disclosure.

Information shared during group programs

Our programs may include group discussions, paired activities, online chat and shared learning spaces. Other participants may see your name and the information you choose to contribute.

We ask participants to respect one another's privacy and maintain confidentiality about personal experiences shared during activities. However, we cannot guarantee how other participants will handle that information.

You can choose how much personal information to share during group activities. We seek your permission before distributing your contact details in a participant directory or networking list.

Service providers and other disclosures

We may share relevant information with providers who help us deliver and administer our services. These may include:

- Registration and booking platforms.
- Payment processors and accounting services.
- Email and newsletter platforms.
- Website hosting and technology support providers.
- Video conferencing and online learning platforms.
- Secure document and data storage providers.
- Assessment providers, including providers of DISC and Driving Forces profiles.
- Facilitators or administrative support personnel involved in delivering your program.

We limit the information shared to what is reasonably needed for the relevant service and take reasonable steps to select providers with appropriate privacy and security practices.

When an external assessment provider collects your information, we will explain how to access its privacy information before you complete the assessment. We won't share your individual assessment results with a team or employer unless you have agreed beforehand.

We may also disclose information to relevant authorities where necessary and permitted or required by law.

Overseas storage and processing

Our service providers may store, process or access personal information outside Australia.

We take reasonable steps to protect personal information when using these services and to meet applicable requirements for overseas disclosure.

Payments

We use payment and accounting providers to process purchases and maintain transaction records. Information provided directly to a payment provider is also handled under that provider's privacy policy.

Please do not send complete credit card details by email or through our website enquiry form.

Marketing communications

You may choose to receive Monday Motivation, newsletters, program announcements and other information about Coaching Focus.

We send marketing communications where you have subscribed, consented or where otherwise permitted by law. You can unsubscribe at any time using the link in a marketing email or by contacting us.

Unsubscribing from marketing does not prevent us from sending essential information about a program, booking or service you have requested.

Surveys, testimonials, photographs and recordings

We use feedback to evaluate and improve our programs. We may use combined or de-identified feedback in reports and promotional materials, taking reasonable steps to prevent individuals from being identified.

We seek your permission before publishing a testimonial that identifies you, your role or your school.

We also seek your permission before using identifiable photographs, video or audio of you for promotional purposes. Choosing not to provide this permission will not affect your participation.

If a session is to be recorded, we will explain the purpose, who will have access and your participation options before recording begins.

Website, cookies and email analytics

Our website may use cookies, hosting logs and analytics tools to support its operation and understand how visitors use it. Information collected may include your IP address, browser type, pages visited and interactions with the website.

You can manage or block cookies through your browser settings. Some website features may not function fully if cookies are disabled.

Our website may link to external websites. Those websites, and social media platforms you use to interact with us, have their own privacy policies. This policy covers information collected and handled by Coaching Focus.

Choosing what information to provide

You can browse our website or make a general enquiry without identifying yourself, where practical.

We need certain information to register you for a program, provide personalised services, process payments or issue certificates. If you choose not to provide necessary details, we may be unable to provide the relevant service.

How we protect and retain information

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

Information may be stored electronically or in paper records. Access is limited to people who need it to provide or administer our services. No method of electronic transmission or storage can be guaranteed completely secure.

We retain information for as long as reasonably needed for its purpose and to meet applicable legal, accounting and professional recordkeeping requirements. When it is no longer needed, we take reasonable steps to securely destroy or de-identify it.

Access, correction and deletion requests

You may contact us to request access to personal information we hold about you or to ask us to correct information that is inaccurate, incomplete or out of date.

You may also ask us to delete information we no longer need. We will consider your request, taking account of applicable recordkeeping requirements and other lawful reasons for retaining information.

We may need to verify your identity before acting on a request. We aim to respond within 30 days. If we cannot fulfil your request, we will explain why, subject to any legal restrictions.

Privacy complaints

If you are concerned about how we have handled your personal information, please contact Janine Stratford using the contact details above. Include a description of your concern and the outcome you are seeking.

We will acknowledge your complaint, investigate it and aim to respond within 30 days. If more time is required, we will explain the reason and keep you informed.

If you are dissatisfied with our response, you may contact the [Office of the Australian Information Commissioner](#), which can advise whether your complaint falls within its jurisdiction.

Changes to this policy

We may update this policy when our services, practices or applicable requirements change. The current version will be published on our website, with the latest update date shown at the top of the page.