# Privacy Policy – Retreats and Professional Services

Effective From: 7 March 2026 | Last Updated: 7 March 2026

At Starling Health Collective, your privacy and confidentiality are a top priority. This policy explains how your personal and health information is collected, used, stored, and disclosed in accordance with the Privacy Act 1988 (Cth), the Health Records Act 2001 (Vic), and Australian Psychology Society ethical standards.

## 1. Scope

This Policy applies to all services provided by Starling Health Collective, including:

- Professional Development Retreats
- Training, workshops and webinars
- Clinical supervision (individuals and groups)
- EMDR Consultation (individuals and groups)
- Reflective Practice groups
- Website interactions

It does not refer to Psychological Therapy. Please see separate Psychological Therapy Privacy Policy.

It covers the collection, storage, use, sharing, and protection of personal information, including sensitive health, dietary, accessibility, and financial data.

## 2. Information Collected

Information collected may include:

- Personal identification (name, email, address, contact numbers)
- Health and dietary requirements
- Accessibility needs
- Payment and financial details
- Images, recordings, or other media captured during services or events
- Website interaction data, cookies, and analytics

## 3. Use of Information

Information is used to:

- Deliver services and manage bookings
- Communicate important information (e.g., updates, confirmations, health/safety notices)
- Ensure accessibility and dietary requirements are met

- Process payments and manage refunds or cancellations
- Comply with legal obligations
- Improve services and analyse engagement
- Marketing and promotion (with opt-out options)
- We may share your personal information with third-party service providers involved in delivering our retreats and professional services, including booking, payment, accommodation, transport, and catering providers. These providers are required to use information solely for the purposes of providing their services.

## 4. Use of Artificial Intelligence (AI) Tools:

- Starling Health Collective may use secure AI-assisted tools to summarise supervision notes, participant feedback or engagement analytics. AI is used solely to support service delivery.
- Personal or client-identifiable information is not shared outside secure systems and participants may request that AI not be used for their information.

## 5. Online Services

- Online supervision, consultation, and reflective practice groups are conducted via secure, encrypted platforms. Session content and participant information are stored securely in line with privacy laws and ethical obligations.

## 6. Consent and Opt-In

- Participants are default opted-in for communications and image use unless stated otherwise.
- Participants may opt out of marketing communications at any time by contacting starlinghc@outlook.com.
- Image or media use for marketing will respect participant consent preferences and may be withdrawn at any time prior to publication.

## 7. Data Retention

- Data is retained only as long as necessary for service delivery, legal compliance, or risk management.
- All personal, health, and financial data is stored securely, including encrypted electronic records and restricted access to authorised personnel only.
- Supervision and EMDR Consultation notes that refer to client care will be kept for a minimum of 7 years (or until 25 years old if a client is under 18 years old) as recommended by the Australian Psychological Society
- Sensitive health or accessibility data is handled with heightened security.

## 8. Access and Correction

Participants may:

- Request access to personal data
- Request correction of inaccurate data
- Request deletion of personal data where legally permissible