



Privacy Policy

WiseLearn Education

Last updated: 24 September 2026

WiseLearn Education ("we", "our" or "us") is committed to respecting and protecting your privacy. This Privacy Policy explains how we collect, use, hold and disclose personal information when you interact with WiseLearn Education, including through our website, workshops, events, programs, consulting, coaching and education services for children, adults, families and schools.

1. Information We Collect

The personal information we collect depends on how you interact with WiseLearn Education and may include:

Personal and contact information

- Name
- Email address
- Phone number
- Billing and payment-related information
- Information provided when making an enquiry, registering for an event, completing a form, subscribing to communications or using our services

Information relating to children

When a parent or carer registers a child for a WiseLearn Kids experience, we may collect information reasonably necessary to support the child's participation and safety, including:

- Child's name and age
- Parent or carer contact details
- Emergency contact details
- Names of people authorised to collect the child
- Information about allergies, food sensitivities or dietary requirements
- Relevant medical or health information
- Relevant information about sensory needs, communication, wellbeing or additional support that may assist us in supporting the child during the session

We seek to collect only information that is relevant to the child's participation, safety and support.

Photos and video

We may photograph or film activities during WiseLearn Education sessions or events. Where an identifiable child is involved, we will seek permission from their parent or carer before using images or video for WiseLearn Education

marketing or communications. Providing this permission is optional and is not a condition of participation.

Website and usage information

When you use our website, certain technical information may be collected automatically, such as your IP address, browser type, device or operating-system information and information about how you use our website.

2. How We Collect Information

We generally collect personal information directly from you when you:

- Contact or make an enquiry with us
- Register or purchase a ticket for an event or service
- Complete a registration, child information or other online form
- Subscribe to our email communications or download a resource
- Participate in a workshop, program, coaching or consulting service
- Communicate with us by email, phone, website, social media or in person

Where services involve a child, information about the child will generally be provided by their parent or carer.

Some technical information may also be collected automatically when you use our website.

3. How We Use Your Information

We may use personal information to:

- Provide and administer WiseLearn Education services, workshops, events and programs
- Process bookings, registrations and payments
- Communicate with you about a booking, enquiry or service
- Support the safety, wellbeing and participation of children attending WiseLearn Kids experiences
- Contact a parent, carer or emergency contact where reasonably necessary
- Respond appropriately to an emergency or health and safety concern
- Improve our services and website
- Maintain appropriate administrative and business records
- Send newsletters, updates or marketing communications where you have consented to receive them or where otherwise permitted by law

We do not use children's health, medical or support information for marketing purposes.

4. Sensitive and Health Information

Some information provided in connection with WiseLearn Kids experiences may constitute health or sensitive information, such as information about allergies, medical conditions or health needs.

We only request this type of information where it is relevant to supporting a child's participation, safety or wellbeing. Parents and carers should provide only information that is relevant to the session or service.

5. Sharing Your Information

We do not sell personal information.

We may disclose personal information where reasonably necessary to:

- Service providers that support our business operations, such as website hosting, online forms, event registration, payment processing, email and other digital services
- Professional advisers where reasonably necessary
- Emergency or medical services where required to protect the health or safety of a participant
- Government, regulatory, law-enforcement or other authorities where required or authorised by law

Service providers may process or store information on our behalf and are subject to their own privacy and security practices.

6. Storage and Security

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

Personal information may be stored electronically using third-party platforms and service providers used by WiseLearn Education.

We limit access to personal information to circumstances where it is reasonably required for the operation of WiseLearn Education and the provision of our services.

No method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security.

7. Overseas Storage and Processing

Some technology and service providers used by WiseLearn Education may store or process information using systems or servers located outside Australia.

Where this occurs, we take reasonable steps appropriate to the circumstances in selecting and using service providers and managing personal information.

8. Retention of Personal Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, for legitimate administrative or business purposes, or as required by law.

When personal information is no longer reasonably required, we take reasonable steps to securely delete, destroy or de-identify it where appropriate.

9. Access and Correction

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

To make a request, please contact: nicole@wiselearn-ed.com.au

We may need to verify your identity before providing access to personal information.

10. Marketing Communications

Where you have subscribed to WiseLearn Education communications, we may send you news, resources, information about events or other relevant communications.

You can unsubscribe from marketing emails at any time using the unsubscribe link included in our emails or by contacting us.

Operational communications relating to an existing booking or service are separate from marketing communications.

11. Privacy Concerns and Complaints

If you have a question or concern about how WiseLearn Education has handled your personal information, please contact us at nicole@wiselearn-ed.com.au.

We will review your concern and aim to respond within a reasonable timeframe.

If your concern cannot be resolved, you may have the right to contact the Office of the Australian Information Commissioner or another relevant privacy regulator.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to WiseLearn Education's services, information-handling practices or legal obligations.

The current version will be made available through the WiseLearn Education website and will show the date it was last updated.

13. Contact Us

For questions about this Privacy Policy or the way WiseLearn Education handles personal information, please contact:

WiseLearn Education

Email: nicole@wiselearn-ed.com.au

Website: wiselearn-ed.com.au