



# Abundant Redundant®

## Privacy Policy

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Last updated: 14 September 2025

Klevalife® Pty Ltd ACN 676 401 719 trading as 'Abundant Redundant®' (referred to in this document as **Abundant Redundant, we, us** or **our**) recognises that your privacy is important and we are committed to protecting the personal information we collect about you in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**), and the Australian Privacy Principles (**APPs**). This policy sets out how we collect, use, disclose and otherwise manage personal information about you.

### Collection

#### Types of information collected

We provide personal development content and coaching services to our clients who are experiencing redundancy. We may collect personal information, being information or an opinion about an identified or reasonably identifiable individual, about our clients, contractors who are engaged to provide coaching services to our clients, employees and others while operating our business and performing our functions and activities.

The kinds of information we typically collect will depend on our relationship with you, but may include name, address, phone number, email address, social media handle and name and type of business (if you chose to share this with us).

Depending on our relationship with you, we may also collect:

- (a) *If you are a client:* any personal information that you choose to share with us in connection with our coaching services (which may include sensitive information, if you choose to share this with us) and when you visit or interact with our website or platform, technical data (such as IP address or device ID) and how you interact with our website and platform. If you purchase services from us, we do not directly collect your credit card detail to process your payment or for customer service purposes. Your credit card details are collected, processed and stored directly by our third-party payment processors pursuant to their terms of use and privacy policies.
- (b) *If you are an employee:* personal information reasonably necessary to manage or administer our employment relationship with you, including your personal and emergency contact details, tax file number, superannuation details, background check information (such as criminal history), health information relevant to your employment, citizenship or residency status, employment and education history, qualifications, performance and training details.
- (c) *If you are a candidate seeking employment with us:* employment history, references, résumé, qualifications and other personal information that you choose to share with us during the recruitment process (which may include sensitive information, if you choose to share this with us).
- (d) *If you are a contractor or supplier (including a consultant engaged to provide coaching services on our behalf):* your personal and business contact details, name and type of business, ABN and payment details and details of your accreditation, licence or authorisation to provide the relevant services (if applicable).



We will usually only collect your sensitive information (such as your health information, information about your racial or ethnic origin, political, religious or philosophical beliefs or affiliations, trade union membership, sexual preferences, or criminal convictions) if you consent to the collection of the information. Consent may be implied by the circumstances existing at the time of collection. However, some laws may require or allow us to collect your sensitive information without consent (such as in an emergency or other situations that are covered by exceptions under the APPs).

Where you are an employee or are applying for employment with us, we may collect your personal information as permitted or required by the *Fair Work Act 2009* (Cth) and laws relating to superannuation, taxation and annual leave, including the *Income Tax Assessment Act 1936* (Cth) and Part 25A of the *Superannuation Industry (Supervision) Act 1993* (Cth).

### **Method of collection**

We will only collect information by lawful and fair means and usually directly from you, including when you purchase one of our packages, use our services (including on-demand content and coaching services), subscribe to our communications, visit or use our digital channels (including our website, the Abundant Redundant® Platform and social media pages) or otherwise contact us (including in person, over the phone or online).

You will be asked prior to each coaching session whether you consent to your session being recorded. If you consent to recording, the recordings will be made available to you to download within 24 hours after the session.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected. For example, if you have purchased a package including coaching services, we may collect information about you from your coach.

### **Purpose of collection**

We will collect and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities, which may include for the following purposes:

- (a) providing or making available our services to you;
- (b) where you have purchased a package that includes coaching services, establishing your connection with your coach and facilitating the coaching services;
- (c) responding to your enquiries, feedback and complaints;
- (d) providing you with promotional and marketing material and other information about goods and services that we, and other organisations that we have affiliations with, offer that may be of interest to you, including by email, telephone and sms;
- (e) communicating with you about updates or changes to services you have purchased;
- (f) communicating with you after an interaction or service for feedback and to obtain testimonials; and
- (g) facilitating our internal business operations, including:
  - (i) establishing our relationship with you;

- (ii) maintaining and managing our relationship with you and communicating with you in the ordinary course of that relationship (including responding to feedback or complaints);
- (iii) to detect, prevent, investigate and respond to suspicious, unlawful, malicious or dishonest activities or suspected breaches of our terms and conditions;
- (iv) to fulfil any legal requirements, exercise our rights and protect our interests; and
- (v) quality assurance, training, audit and reporting purposes;
- (vi) analysing our business operations, services and customer needs with a view to developing new or improved business operations, services and content.

You can let us know at any time if you no longer wish to receive our direct promotional and marketing communications by contacting us using the contact details in this policy or using the unsubscribe facility in our communications.

### **Failure to provide information**

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you with the goods and services or information you are seeking.

### **Use and disclosure**

Generally, we only use or disclose personal information about you for the purposes it was collected, unless you consent to another use or disclosure, in an emergency (such as where the use or disclosure is reasonably necessary to prevent a serious or imminent threat to life, health, safety or welfare of an individual or the broader public) or as otherwise required or authorised by law.

We may disclose personal information about you to:

- (a) our employees, agents, contractors and consultants and third party service providers, who require this information to help us provide our services and carry out our functions and activities;
- (b) third parties to whom you have agreed we may disclose your information or where the information was collected from you for the purpose of passing it onto the third party;
- (c) to our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about goods and services and various promotions;
- (d) if you are a client receiving coaching services, your coach;
- (e) if you are an employee, to the Australian Taxation Office and your superannuation fund;
- (f) if you are a candidate seeking employment with us, your provided referees, recruitment agency or law enforcement or credit reporting agencies to carry out identity, police and background checks;
- (g) if you are a contractor or supplier, your employer;
- (h) a prospective investor or purchaser of our business or assets; and
- (i) to any other entity as otherwise permitted or required by law.



Sensitive information is only used and disclosed for the purpose for which it was collected, unless your further consent is obtained or otherwise as permitted or required by law.

We may anonymise or aggregate any of the information we collect and use it for any purpose detailed above, including for research and development purposes. Such information will not identify you individually.

## **Disclosure of personal information overseas**

Some of the third parties that we work with (including our technology service providers) are located outside of Australia or may need to access, store or transfer personal information outside of Australia. The location of these third parties will depend on the circumstances, but may include United States, Pacific Europe, North America, South America, and Asia..

## **Online Privacy**

### Cookies and third party analytics tools

Cookies are small text files that we may place on your device that store information in order to recognise your device each time you visit our website. Our website uses cookies and similar technologies to maintain user sessions, track the behaviour of website visitors and improve user experience. For example, cookies allow us to analyse and improve our website, display personalised content and store your preferences on your device.

Our website also uses web analytics tools provided by third parties. These tools use cookies, pixels and similar technologies. The information generated about your use of our website (including your IP address) will be transmitted to and stored by these third party services on servers that may be located overseas, including in the United States. These providers will use this information for the purpose of evaluating your use of our website and campaign performance, automating marketing actions based on your behaviours, creating user segments to personalise your experience of our website and third party platforms, and compiling reports to analyse the performance of specific pages and campaigns.

You will remain anonymous within these analytics tools until you identify yourself, such as by performing an action like submitting a form or clicking a link to our website in one of our marketing emails. By using this website, you consent to the handling of data about you by third party web analytics provider in the manner and for the purposes set out above.

You can choose if and how your device accepts cookies by selecting the appropriate cookie settings in your browser. Most web browsers are set by default to accept cookies. If you do not wish to receive cookies you may set your browser to either prompt or refuse cookies. If you block all cookies, you may not be able to access and/or use all or parts of our website.

### Links to external sites

Our website and services may contain links to other websites and applications, including third party platforms to access our podcast content. We cannot control, and are not responsible for the privacy practices of these third parties and linked websites and applications are not subject to our privacy policies and procedures.

### Social networking services

We may use social networking services such as YouTube and Facebook to communicate with the public about our work. When you communicate with us using these services, we may collect your personal information (including your name, handle/username and contact information) but we will only use this information to communicate with you. The social networking service will also handle your personal



information for its own purposes in accordance with their own privacy policies and practices. We are not responsible for the privacy practices of social networking sites and social networking sites are not subject to our privacy policies and procedures.

## **Security**

We store your personal information in different ways, including in paper and in electronic form. We use third party service providers to store some personal information.

The security of your personal information is important to us. We take reasonable steps to protect the personal information that we hold from interference, misuse, loss, unauthorised access, modification or disclosure, including a range of physical, technical (hardware and software) and organisational measures.

## **Access and correction**

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information if we are unable to confirm your identity or otherwise in circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint. Personal information will not be provided over the phone unless we are certain that the enquirer is the individual to whom the personal information relates, or their legal or nominated representative.

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

## **Complaints and feedback**

If you wish to make a complaint about how we have handled your personal information, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Australian Information Commissioner. To lodge a complaint, visit the 'Complaints' section of the Office of the Australian Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>.

If you have any queries or concerns about our privacy policy or the way we handle personal information, please contact our privacy officer at:

Street address: Level 11, 2 Corporate Court, Bundall Qld 4217

Email address: [admin@abundantredundant.com](mailto:admin@abundantredundant.com)

For more information about privacy in general, you can visit the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).