

# Felyn Roko-Jones

## Privacy Policy

---

### Terms and Conditions

Felyn Roko-Jones 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 NPPs 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/>.

Welcome to One-on-One Call – Personalised Sessions Program | Self-Paced Online Program | Empowerment Workshop Program | Elite Leadership Program | Retreat Program. By enrolling in or participating in any of our programs, workshops, or sessions, you agree to the following terms and conditions.

#### 1. Program Enrolment & Payment Terms

- Full payment must be made before the start of any coaching program unless otherwise agreed upon in writing.
- Payment plans, if offered, must be adhered to as agreed. Late payments may incur fees and could result in suspension or termination of services.
- Refunds may be considered on a case-by-case basis and are at the sole discretion of Felyn Roko-Jones. Requests must be submitted in writing.
- Cooling-Off Period: Participants are entitled to a cooling-off period of 7 days from the date of enrolment to request a refund. Refunds will be processed in accordance with our cancellation and refund policy.

#### 2. Commitment & Participation

- Our programs require commitment and active participation for the best results. Participants are encouraged to attend all sessions and engage with provided materials.
- You are responsible for setting and working toward your goals, while we facilitate growth, provide guidance, and foster a supportive environment.

#### 3. Confidentiality

- All personal information shared during coaching sessions is confidential and will not be disclosed without your consent, except as required by law.
- We may use anonymized data for research and program improvement purposes, but identifying information will remain confidential.

#### 4. 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 records 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.

## 5. 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.

## 6. Disclosure of Personal Information

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.

## 7. 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.

## 8. Access to your Personal Information

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

Felyn Roko-Jones 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.

## 9. Maintaining the Quality of your Personal Information

It is an important to us that your personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## 10. Intellectual Property

- All materials, content, and resources provided during sessions and workshops are the intellectual property of Felyn Roko-Jones and are intended solely for personal use. Reproduction, distribution, or resale of any materials is strictly prohibited without written permission.

## 11. Limitations of Coaching Services

- Our coaching services are designed to facilitate personal and professional growth. They are not a substitute for therapy, medical treatment, or other forms of professional advice. Please consult a qualified professional for health, legal, or financial concerns.
- Results vary depending on individual commitment, personal circumstances, and other factors outside our control. We do not guarantee specific outcomes.

## 12. Cancellation and Rescheduling Policy

- Sessions cancelled with less than [48 hours'] notice may not be eligible for rescheduling or refund. Please notify us promptly if you need to reschedule.
- If a session or program is cancelled by Felyn Roko-Jones due to unforeseen circumstances, we will make every effort to reschedule or provide a suitable alternative.

## 13. Code of Conduct

- Participants are expected to engage respectfully, be open to feedback, and create a positive environment. Harassment, discrimination, or inappropriate behaviour will not be tolerated and may result in termination of services without a refund.

## 14. Agreement to Terms

- By enrolling in any program, you acknowledge that you have read, understood, and agree to abide by these terms and conditions.
- We reserve the right to modify these terms at any time. Updates will be posted on our website and take effect immediately upon posting.

## 15. Policy Updates

- This Policy may change from time to time and is available on our website.

## 16. Privacy Policy Complaints and Enquiries

- If you have any queries or complaints about our Privacy Policy, please contact us at:

✉ [admin@felynrokojones.com](mailto:admin@felynrokojones.com) | 📞 +61 447 033 596