

30 June 2026

## Privacy Policy

**Effective Date:** 30 June 2026

**Last Updated:** 30 June 2026

### 1. OUR COMMITMENT TO PRIVACY

Village Well ("Village Well", "we", "our" or "us") is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use, disclose and protect personal information when you visit our website, engage our services, attend our events, subscribe to our communications or otherwise interact with us.

We are committed to complying with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

### 2. WHO WE ARE

Village Well is an Australian consultancy specialising in Regenerative Placemaking, urban design, community engagement, strategy, facilitation and research.

For privacy enquiries, please contact:

**Village Well**

Email: [hello@villagewell.org](mailto:hello@villagewell.org)

Website: <https://www.villagewell.org>

### 3. WHAT INFORMATION WE COLLECT

Depending on how you interact with us, we may collect:

**Personal Information**

Including:

- name
- organisation
- job title
- email address
- phone number
- postal address (where required)
- communication preferences.

## **Project and Enquiry Information**

Such as:

- project enquiries
- consultation requests
- event registrations
- workshop registrations
- survey responses
- feedback
- correspondence.

## **Website Information**

When you visit our website, we may automatically collect:

- IP address
- browser type
- operating system
- pages visited
- referring website
- date and time of access
- general location information
- cookies and analytics data.

This information generally does not identify you personally.

## **4. HOW WE COLLECT INFORMATION**

We may collect information when you:

- complete a contact form
- subscribe to our newsletter
- register for an event or webinar
- download a publication or resource
- submit a survey
- apply for employment
- engage Village Well to provide services
- communicate with us by email, phone or social media
- browse our website.

## **5. WHY WE COLLECT INFORMATION**

We collect personal information to:

- respond to enquiries
- deliver consulting services
- manage projects

- communicate with clients
- provide newsletters and updates (where you have opted in)
- administer events and workshops
- improve our website and services
- recruit employees
- meet legal and contractual obligations.

We only collect information that is reasonably necessary for these purposes.

## 6. MARKETING COMMUNICATIONS

If you subscribe to our newsletter or updates, we may send you:

- news
- publications
- event invitations
- training opportunities
- industry insights
- other information relevant to Village Well.

You may unsubscribe at any time using the unsubscribe link included in our emails or by contacting us directly.

## 7. COMMUNITY ENGAGEMENT ACTIVITIES

Village Well frequently undertakes community engagement on behalf of clients.

Where personal information is collected through engagement activities, surveys or workshops, participants will generally be informed:

- why information is being collected
- how it will be used
- whether responses will be anonymous
- whether information will be shared with the project client
- who to contact with privacy questions.

Additional project-specific privacy notices may apply.

## 8. COOKIES AND ANALYTICS

Our website uses cookies and similar technologies to improve your experience and understand how our website is used.

Cookies may help us:

- understand website traffic
- improve website performance

- remember preferences
- measure marketing effectiveness.

We may use services such as:

- Google Analytics
- LinkedIn Insights
- Meta (Facebook) Pixel
- other website analytics tools.

Most browsers allow you to manage or disable cookies through your browser settings.

## 9. THIRD-PARTY SERVICES

We use trusted third-party providers to support our operations. Depending on how you interact with us, your information may be processed by services such as:

- Mailchimp (email communications)
- Humanitix (event registrations)
- Google Workspace
- Microsoft 365
- Zoom or Microsoft Teams
- CRM or project management platforms
- website hosting providers
- cloud storage providers.

These providers have their own privacy policies and security practices.

## 10. DISCLOSURE OF INFORMATION

Village Well will not sell your personal information.

We may disclose information:

- where necessary to deliver our services
- to project clients where appropriate
- to trusted service providers
- where required by law
- where authorised by you.

We take reasonable steps to ensure third parties manage information appropriately.

## 11. INTERNATIONAL DISCLOSURE

Some technology providers we use may store or process information outside Australia.

Where this occurs, Village Well takes reasonable steps to ensure personal information is handled in accordance with applicable privacy obligations.

## **12. DATA SECURITY**

Village Well takes reasonable steps to protect personal information from:

- unauthorised access
- misuse
- interference
- loss
- unauthorised disclosure
- alteration.

Security measures may include:

- secure cloud storage
- password protection
- multi-factor authentication
- restricted access permissions
- secure document management practices
- staff confidentiality obligations.

While we take reasonable precautions, no online system can guarantee complete security.

## **13. RETENTION OF INFORMATION**

We retain personal information only for as long as reasonably necessary to:

- deliver our services
- comply with legal obligations
- meet contractual requirements
- resolve disputes
- support legitimate business purposes.

When information is no longer required, it is securely deleted or destroyed.

## **14. ACCESS AND CORRECTION**

You may request access to the personal information we hold about you.

You may also request correction of information that is inaccurate, incomplete or out of date.

Requests should be made by contacting us using the details below.

## 15. YOUR CHOICES

You may:

- request access to your personal information
- update your details
- unsubscribe from marketing communications
- request correction of inaccurate information
- raise concerns regarding how your information has been handled.

## 16. LINKS TO OTHER WEBSITES

Our website may contain links to external websites.

Village Well is not responsible for the privacy practices or content of external websites. We encourage you to review their privacy policies before providing personal information.

## 17. CHANGES TO THIS PRIVACY POLICY

Village Well may update this Privacy Policy from time to time to reflect changes in legislation, technology or our business practices.

The latest version will always be available on our website.

## 18. CONTACT US

If you have any questions about this Privacy Policy or how Village Well manages personal information, please contact us at:

**Village Well**

Email: [hello@villagewell.org](mailto:hello@villagewell.org)

Website: <https://www.villagewell.org>

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au) regarding your privacy concerns.

## OUR COMMITMENT

At Village Well, trust is fundamental to everything we do. Whether we are working with clients, communities, collaborators or visitors to our website, we are committed to handling personal information with care, transparency and respect.

Protecting privacy is an important part of creating safe, trusted and meaningful relationships, and reflects our broader commitment to ethical practice, community wellbeing and responsible stewardship.