

Who We Are

We are an Australian education business providing specialised support, workshops, and resources to help students, families, and educators navigate learning difficulties including Dyslexia, Dysgraphia, Dyscalculia, ADHD, and executive function challenges. Our website address is: rookeryroad.com.au.

Information We Collect

We may collect the following information when you use our site or services:

- Personal details you provide during enrolment, registration, purchases, or contact forms (e.g. name, email, phone number).
- Payment information processed securely through our payment provider (Stripe). We do not store your credit card details.
- Comments, messages, or feedback you leave on our website or through our intake process.
- Technical information such as your IP address, browser type, and cookies to improve your experience.

How We Use Your Information

We use your information to:

- Provide access to our workshops, sessions, and resources.
- Process payments and manage your account.
- Send important service updates, such as session details, enrolment confirmations, or policy changes.
- Share newsletters or marketing communications (if you opt-in).
- Improve our website, services, and user experience.

Cookies

Our website uses cookies to:

- Save your login details and preferences.
- Enable site functionality.
- Collect anonymous analytics to improve our services.

You can adjust your browser settings to refuse cookies, but some features may not work properly without them.

Embedded Content and Third Parties

Our website and resources may include embedded content (e.g. videos from Vimeo or YouTube). These third-party sites may collect data about you, use cookies, or track your interaction as if you visited their website directly.

We also use trusted third-party services including:

- Stripe — for secure payment processing.
- HubSpot — for communication and marketing.
- Google Workspace — for email and file storage.
- TutorBird — for session and enrollment management.

Each service has its own privacy policy.

How Long We Keep Your Data

- Comments and form submissions are kept indefinitely.
- Registered users' and enrolled families' profile information is kept while your account or enrollment is active. You may request deletion at any time.
- Payment records may be retained as required by Australian tax and accounting laws.

Your Rights

You have the right to:

- Request a copy of the personal data we hold about you.
- Request that we correct or delete your information (except where we must keep it for legal or administrative purposes).
- Withdraw consent for marketing emails at any time by clicking “unsubscribe” in the footer of our emails.

Sharing Your Data

We do not sell your personal information. We only share your data with trusted service providers (e.g. Stripe, HubSpot, Google, TutorBird) to deliver our services and comply with the law.

Where Your Data Is Stored

Your data may be stored securely on servers in Australia or overseas, depending on our service providers. We take reasonable steps to protect it from loss, misuse, and unauthorised access.

Contact Us

If you have any questions about this Privacy Policy or wish to make a privacy request, please contact us:

Organisation	Rookery Road Pty Ltd
Email	info@rookeryroad.com.au
Website	rookeryroad.com.au
Address	Spotswood, Victoria, Australia