

2025 Privacy Policy

Blended Solutions is committed to protecting your privacy in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles*. This policy explains how we collect, use, disclose and protect your personal information.

1. Information We Collect

We may collect:

- Personal details such as your name, contact information, and date of birth.
- Information about your family, financial circumstances, and settlement needs.
- Records of communications, including emails, forms, and notes from sessions.
- Payment information for processing service fees.

2. How We Collect Information

Information may be collected directly from you through forms, emails, phone calls, online tools (including ScoreApp and BlendedAssets), or during appointments.

3. Use of Information

We use your information to:

- Provide mediation, financial settlement support, and related services.
- Process bookings and payments.
- Refer you to legal, financial, or wellbeing professionals where appropriate.
- Improve our services and develop new tools.

4. Disclosure of Information

Your personal information will not be shared without your consent, except:

- Where legally required (for example, under court order).
- To trusted service providers engaged to support our operations (such as IT, accounting, or booking systems).

5. Storage and Security

We take reasonable steps to protect your information from misuse, interference, or unauthorised access. Records may be stored electronically with appropriate safeguards.

6. Access and Correction

You may request access to your personal information or ask us to correct it. To make a request, contact us at [insert email].

7. Complaints

If you believe your privacy has been breached, please contact us. If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

8. Contact

Blended Solutions

Email: sheree@andersonmediation.com.au

Phone: 0426 705 591