

Timeless Heartlines

Effective Date: 3.3.2026

Last Updated: 3.3.2026

1. Introduction

Timeless Heartlines respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you:

- Visit our website
- Enquire about or purchase our services
- Participate in memoir writing mentorship, workshops or training programs
- Provide written material, personal history, or life narratives

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. What Personal Information We Collect

We may collect the following types of personal information:

2.1 Contact & Identity Information

- Full name
- Email address
- Phone number
- Postal address
- Business name (if applicable)

2.2 Writing & Memoir Content

As a memoir writing and narrative mentorship business, we may collect:

- Personal life stories
- Family history
- Sensitive personal experiences
- Biographical information
- Draft manuscripts
- Audio recordings
- Interview transcripts

This may include information about third parties (family members, colleagues, etc.) which you voluntarily provide.

2.3 Payment Information

We use third-party secure payment providers. We do not store full credit card details.

2.4 Website & Technical Data

- IP address
- Browser type
- Device information
- Website usage data (via cookies and analytics tools)

3. Sensitive Information

Memoir writing often involves sensitive personal information, including:

- Health history
- Family matters
- Personal trauma
- Cultural or religious information
- Personal relationships

We collect sensitive information only:

- With your consent
- When it is directly relevant to providing our services
- When you voluntarily provide it

You may choose not to disclose certain information. However, this may impact our ability to provide full services.

4. How We Use Your Information

We use your personal information to:

- Deliver memoir writing mentorship and workshops
- Provide feedback on your writing
- Communicate with you about sessions and programs
- Process payments
- Improve our services
- Comply with legal obligations

We will not sell, rent, or trade your personal information.

We will never publish your writing, story, or excerpts without your explicit written consent.

5. Confidentiality of Memoir Content

All manuscript drafts, personal narratives, recordings, and story materials shared with us are treated as confidential.

We:

- Do not share your manuscript without consent
- Do not claim ownership over your intellectual property
- Maintain confidentiality during and after our working relationship

You retain full ownership of your story and creative work unless otherwise agreed in writing.

6. Storage & Security

We take reasonable steps to protect your information, including:

- Using third-party data storage provider Drop Box (where possible)
- Restricted access to personal data
- Secure third-party platforms for communication and payment

However, no method of electronic transmission is completely secure. By using our services, you acknowledge this risk.

7. Disclosure to Third Parties

We may disclose your personal information to:

- Payment processors
- IT service providers
- Professional advisors (lawyers, accountants)
- Government authorities if required by law

We will not disclose your memoir content unless legally compelled.

8. Access & Correction

You may request:

- Access to personal information we hold about you
- Correction of inaccurate or outdated information

Requests can be made in writing to:
info@timelessheartlines.com

We will respond within a reasonable timeframe.

9. Data Retention

We retain personal information only as long as:

- Necessary to provide services
- Required for legal, accounting, or administrative purposes

You may request deletion of your data, subject to legal retention obligations.

10. Complaints

If you believe we have breached your privacy rights, please contact us at:

info@timelessheartlines.com

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.