

Privacy Policy

Family Bond Australia

ABN/ACN: [ABN/ACN]

Effective Date: February 2026

Last Updated: February 2026

1. Introduction

Family Bond Australia ("we", "us", "our") is committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to all personal information collected through our website at [WEBSITE_DOMAIN] and in connection with the provision of our child contact supervision services across Metropolitan Melbourne.

We encourage you to read this Privacy Policy carefully. By using our website or engaging our services, you acknowledge that you have read and understood this Privacy Policy.

2. About Us

Family Bond Australia provides child contact services for families navigating separation and family law proceedings. Our services include:

- Supported Contact (Supervised Visits): A trained supervisor is present throughout visits to ensure they run smoothly while allowing natural interaction between parents and children.
- Structured Changeovers: Supervised handovers where direct contact between parents is not appropriate, managed calmly and efficiently.

- Virtual Support: Online supervision for families where in-person services are not suitable.
- Observation and Documentation: Clear, factual observation records prepared after each service for use in family law proceedings.

We operate as a mobile service across Metropolitan Melbourne, meeting families in agreed public locations.

Contact Details

- Phone: 0493 429 730
 - Email: contact@familyfathers.com.au
 - Address: [BUSINESS_ADDRESS]
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3. What Personal Information We Collect

3.1 Information You Provide Directly

When you contact us or engage our services, we may collect:

- Identity Information: Full name of parent(s) and child(ren)
- Contact Information: Phone number, email address, residential address
- Family Law Information: Details of court orders, family arrangements, relevant case information
- Service-Related Information: Scheduling preferences, location preferences, specific requirements or concerns
- Payment Information: Payment details necessary for processing fees (we do not store full credit card numbers)

3.2 Information Collected Through Our Website

Contact Form Enquiries: Our website contact form collects your full name, your child's name, phone number, email address, and enquiry type. Please note that our contact form currently displays a confirmation message but enquiries should be followed up by contacting us directly via phone or email to ensure your enquiry is received.

Technical Information: When you visit our website, we may automatically collect:

- Browser type and version
- Operating system
- Pages visited and time spent on our website
- Referring website addresses

Cookies: Our website uses a minimal number of cookies:

- Essential Session Cookies: We use HTTP-only session cookies for administrative authentication purposes only. These cookies are not used for tracking website visitors and are only set when an administrator logs into the content management system.

We do not use analytics cookies, advertising cookies, or third-party tracking pixels on our public-facing website.

3.3 Sensitive Information

In the course of providing our services, we may collect sensitive information including:

- Information about children involved in family law matters
- Information about family violence concerns
- Health information relevant to the safety of supervised visits
- Information contained in court orders

We will only collect sensitive information with your consent or where required or authorised by law (such as to comply with court orders).

4. How We Collect Personal Information

We collect personal information:

- Directly from you: When you complete our contact form, speak with us by phone, email us, or engage our services
- From third parties: Where you have consented, we may receive information from your legal representative, the other parent's legal representative, or the Family Court
- From court documents: Court orders and related documentation provided to us

We will take reasonable steps to notify you of the matters set out in this Privacy Policy at or before the time of collection, or as soon as practicable afterwards.

5. Why We Collect, Use, and Disclose Personal Information

5.1 Primary Purposes

We collect, use, and disclose personal information for the following primary purposes:

- To respond to your enquiries and communicate with you
- To assess suitability for our services during intake
- To schedule and provide supervised contact, changeovers, and virtual supervision services
- To prepare observation reports and documentation for family law proceedings
- To process payments for our services
- To comply with court orders and legal obligations

5.2 Secondary Purposes

We may also use your information for:

- Improving our services and website
- Administrative purposes including record keeping
- Complying with legal and regulatory requirements

5.3 Disclosure to Third Parties

We may disclose your personal information to:

- Legal Representatives: Your solicitor or the solicitor of the other party, with appropriate consent or as required by court orders
- The Family Court: As required to comply with court orders or subpoenas
- Service Providers: Third-party providers who assist us in operating our business, including:

- Website hosting providers (Vercel)
- Cloud storage providers for content management (Upstash)
- File storage providers for uploaded documents (Vercel Blob)
- Government Bodies: Where required by law, including mandatory reporting obligations

We will not sell, rent, or trade your personal information to third parties for marketing purposes.

6. Cross-Border Disclosure

Our website and related services may involve the use of cloud-based service providers with servers located overseas, including in the United States. These providers include:

- Vercel: Website hosting and file storage
- Upstash: Database services

Before disclosing personal information to overseas recipients, we take reasonable steps to ensure they do not breach the APPs in relation to that information, or that you have consented to the disclosure.

7. How We Store and Protect Personal Information

7.1 Storage

Personal information is stored:

- In secure cloud-based systems with encryption at rest and in transit
- In physical files at our business premises (for hard copy documents such as court orders)
- In accordance with any legal retention requirements

7.2 Security Measures

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Our security measures include:

- Use of secure, encrypted connections (HTTPS) on our website
- Access controls and authentication for administrative systems
- Regular review of our security practices
- Secure disposal of personal information when no longer needed

7.3 Retention

We retain personal information for as long as necessary for the purposes for which it was collected, or as required by law. Records relating to supervised contact services may be retained for extended periods due to the potential for ongoing family law proceedings.

8. Accessing and Correcting Your Personal Information

8.1 Access

You have the right to request access to the personal information we hold about you. To make an access request, please contact us using the details provided in Section 2.

We will respond to your request within a reasonable timeframe. In some circumstances, we may refuse access where permitted by law (for example, where providing access would reveal information about another person or would pose a serious threat to health or safety).

8.2 Correction

If you believe that any personal information we hold about you is inaccurate, incomplete, out-of-date, irrelevant, or misleading, you may request that we correct it. We will take reasonable steps to correct the information and notify any third parties to whom we have disclosed it.

If we refuse to correct your information, we will provide you with written reasons and information about how to complain.

9. Complaints

If you believe we have breached your privacy or have any concerns about how we have handled your personal information, please contact us:

- Email: contact@familyfathers.com.au
- Phone: 0493 429 730

We will investigate your complaint and respond within 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au
 - Phone: 1300 363 992
 - Email: enquiries@oaic.gov.au
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10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post any changes on our website. We encourage you to review this policy periodically.

The "Last Updated" date at the top of this policy indicates when it was last revised.

11. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us:

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this Privacy Policy is intended to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. It does not constitute legal advice. If you require legal advice about your privacy obligations, please consult a qualified legal professional

