

Champions at Heart

Privacy Policy

Effective date: June 2026 | Last updated: June 2026

Champions at Heart (ABN: 68764240509) is committed to protecting the privacy of all individuals who interact with our business, including parents, guardians, club coordinators, coaches, and program participants. This Privacy Policy explains how we collect, use, store, and protect personal information in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By using our website, submitting an enquiry, or booking a program with Champions at Heart, you agree to the collection and use of your information as described in this policy.

1. Who We Are

Champions at Heart is a youth mindset workshop program operated by Kelsey Wishart, delivering mindset sessions to junior sporting clubs and school holiday programs across Australia.

- Business name: Champions at Heart
- Operator: Kelsey Wishart
- Website: www.championsatheart.com.au
- Email: kelsey@championsatheart.com.au
- Phone: 0416 630 001

2. What Personal Information We Collect

We may collect the following types of personal information:

From parents, guardians, and club contacts:

- Full name
- Email address
- Phone number
- Club or organisation name
- Enquiry details and any information provided via our contact form or booking forms

From program participants (children):

- Child's full name and date of birth
- Medical conditions, allergies, or health requirements
- Emergency contact details
- Photo and video consent status

 We only collect information that is necessary to deliver our programs and communicate with you effectively. We do not collect sensitive information beyond what is required for health and safety purposes.

3. How We Collect Personal Information

We collect personal information through the following channels:

- Our website contact and booking form at championsatheart.net
- Google Forms used for program registration and feedback
- Direct email, phone, or in-person communication
- Paper-based registration forms completed at the time of a program

We collect information directly from you wherever possible. We will not collect personal information about you from third parties without your knowledge, unless required by law.

4. Why We Collect Your Information

We collect and use personal information for the following purposes:

- To respond to enquiries and communicate with clubs, parents, and guardians
- To process program bookings and send confirmation details
- To ensure the health, safety, and wellbeing of all program participants
- To contact emergency contacts in the event of an incident
- To send program-related updates, reminders, or schedule changes
- To improve and develop our programs and services
- To comply with legal obligations

We will not use your personal information for any purpose other than those listed above without your prior consent.

5. Marketing & Communications

- From time to time, we may send you information about upcoming Champions at Heart programs, resources, or news that may be of interest to you.
- You can opt out of receiving marketing communications at any time by emailing kelsey@championsatheart.com.au with the subject line 'Unsubscribe'.
- We will not sell, rent, or share your personal information with third parties for marketing purposes.

6. How We Store & Protect Your Information

We take the security of your personal information seriously. The following measures are in place:

- Personal information collected via our website contact form is stored securely within our email inbox and, where applicable, Google Drive.
- Physical registration forms are stored in a secure location and are accessible only to Kelsey Wishart.

- We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.
- When personal information is no longer required, it will be securely deleted or destroyed.

🔒 While we take all reasonable precautions to protect your information, no data transmission over the internet can be guaranteed as completely secure. We encourage you to take care when sharing personal information online.

7. Children's Privacy

Champions at Heart works directly with children and takes the privacy of minors very seriously.

- Personal information about children is only collected with the express consent of a parent or guardian.
- Information about child participants is used solely for the purpose of delivering safe and effective programs.
- We do not publish identifying information about children on our website or social media without the written consent of their parent or guardian.
- Photo and video consent is obtained separately at the time of registration and may be withdrawn at any time.

8. Disclosure of Personal Information

We do not sell or share your personal information with third parties, except in the following circumstances:

- Where required by law or a court order
- Where disclosure is necessary to protect the health or safety of a participant or another person
- With service providers who assist in operating our business (e.g. Google Forms, email providers), who are bound by their own privacy obligations

All third-party service providers used by Champions at Heart are required to handle personal information in a manner consistent with the Australian Privacy Principles.

9. Accessing & Correcting Your Information

You have the right to access the personal information we hold about you and to request corrections if it is inaccurate, out of date, or incomplete.

- To request access to or correction of your personal information, please contact Kelsey at kelsey@championsatheart.net.
- We will respond to all access and correction requests within 30 days.
- In some circumstances, we may be unable to provide access to certain information (for example, where it would reveal information about another person). We will explain our reasons if this is the case.

10. Privacy Complaints

If you believe your privacy has been breached or you have a complaint about how we have handled your personal information, please contact us in the first instance:

- Email: kelsey@championsatheart.com.au
- Phone: 0416 630 001

We will acknowledge your complaint within 5 business days and work to resolve it within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or on 1300 363 992.

11. Website & Cookies

- Our website (championsatheart.net) may collect non-personal information such as browser type, pages visited, and time spent on the site for analytics purposes.
- We do not currently use cookies to collect personal information.
- Our website may contain links to third-party websites. Champions at Heart is not responsible for the privacy practices of those websites and encourages you to review their privacy policies.

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The most current version will always be available at championsatheart.net. We encourage you to review this policy periodically.

Continued use of our website or services after any changes to this policy constitutes your acceptance of the updated terms.

Questions about this policy?

Contact Kelsey at kelsey@championsatheart.com.au or 0416 630 001

Strong minds. Confident athletes. 

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