

Privacy Policy

Recreate & Rise (GOLG Pty Ltd)

Last updated: 29 May 2026

1. About this Policy

GOLG Pty Ltd (ACN 688953022), trading as Recreate & Rise (we, us, our), is committed to protecting the privacy of our clients, program participants, members, website visitors and people who engage with our services.

This Privacy Policy explains how we collect, use, store, disclose and protect personal information in connection with www.recreateandrise.com (Website), our online mentoring programs, group mentoring, membership resources, assessment tools, educational content, digital resources, discovery calls, events, email communications and related personal development services (Services).

We handle personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and other applicable Australian privacy obligations to the extent they apply to us. By using our Website or engaging with our Services, you acknowledge that your personal information will be handled in accordance with this Privacy Policy.

2. What personal information we collect

The types of personal information we may collect depend on how you interact with us. This may include:

- your full name, email address, telephone number and general contact details;
- booking details, discovery call information, program enquiries, waitlist details and membership enquiries;
- assessment, quiz, application, intake or reflection responses submitted through the Website or related platforms;
- information you provide when enrolling in or participating in a program, membership, webinar, workshop, event, email sequence or digital resource;
- payment-related and billing information, noting that payment card details are generally processed by third-party payment providers such as Stripe rather than stored directly by us;
- communications you send to us, including emails, form submissions, direct messages, feedback, testimonials and support requests;
- information you voluntarily share about divorce, separation, loss, family circumstances, emotional wellbeing, financial stress, life transition, personal goals or related matters;
- website usage information, such as cookies, IP address, browser type, device information, pages viewed, referral source and general analytics data.

We aim to collect personal information directly from you wherever practicable. In limited circumstances, we may collect information from third parties, such as referral partners, event platforms or booking platforms, where you have consented to that disclosure or where it is otherwise permitted by law.

3. Sensitive information

Some information you choose to share with us may be sensitive information under Australian privacy law. This may include information about health, emotional wellbeing, family circumstances, divorce, separation, loss, financial stress or other personal circumstances.

We only collect sensitive information where you have consented, where you voluntarily provide it, and where it is reasonably necessary for us to provide or improve our Services. Sensitive information is handled with additional care and is not sold, rented or traded. We will not disclose sensitive information to third parties without your consent unless required or permitted by law.

Recreate & Rise

GOLG Pty Ltd trading as Recreate & Rise | www.recreateandrise.com

Our Services are educational, mentoring and personal development services. They are not therapy, counselling, psychology, legal advice, financial advice, medical advice, diagnosis, treatment or crisis support. Please seek support from appropriately qualified professionals for your individual circumstances.

4. Why we collect and use your information

We collect and use personal information for purposes including:

- providing and improving our Website and Services;
- responding to enquiries, bookings, discovery calls, assessment submissions and contact forms;
- processing enrolments, registrations, subscriptions, purchases and payments;
- delivering online mentoring programs, group mentoring, memberships, workshops, webinars, digital resources and related services;
- providing assessment results, suggested pathways, resources, communications or recommendations relevant to your enquiry or participation;
- communicating with you about programs, membership, resources, events, service updates and administrative matters;
- sending newsletters, resources and promotional content where you have opted in or where otherwise permitted by law;
- maintaining business records, improving our programs and managing internal administration;
- protecting our legal rights, intellectual property, Website security, community safety and business operations;
- complying with legal, regulatory, accounting, tax, insurance and professional obligations.

We will not use or disclose your personal information for a purpose unrelated to the reason it was collected unless you have consented, you would reasonably expect us to do so, or we are required or permitted by law.

5. Assessment tools, quizzes and personalised communications

If you complete an assessment, quiz, application, intake form or similar tool, we may collect and use your responses to provide results, recommend relevant resources or Services, personalise communications, understand your needs, improve our programs and manage follow-up communications.

Assessment tools and quizzes are reflective and educational only. They are not diagnostic tools and should not be relied upon as therapy, counselling, psychology, legal, financial, medical or crisis advice.

6. Marketing communications

You may be invited to opt in to receive marketing communications when downloading a resource, completing an assessment, booking a call, joining a waitlist, enrolling in a program, joining a membership or submitting a Website form.

If you have opted in, or where otherwise permitted by law, we may send newsletters, resources, program updates, event invitations and promotional content. You may unsubscribe at any time by clicking the unsubscribe link in any marketing email or by contacting us directly.

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

7. Third-party platforms and service providers

We may use third-party providers to help operate our Website, deliver Services, process payments, manage bookings, send communications, host online sessions, store information, provide analytics and manage community or membership access. These may include platforms such as Wix, Stripe, Calendly, Zoom, email marketing or CRM platforms, analytics tools, cloud storage providers, community platforms, professional advisors and administrative support providers.

Recreate & Rise

GOLG Pty Ltd trading as Recreate & Rise | www.recreateandrise.com

These providers may collect, process or store personal information on our behalf or in accordance with their own privacy policies. We take reasonable steps to work with reputable providers and to limit disclosure to what is reasonably necessary for the relevant service.

8. Disclosure of personal information

We may disclose personal information to:

- service providers who assist us to operate the Website and deliver our Services;
- payment processors, booking platforms, email marketing/CRM systems, analytics providers, cloud storage providers and community or membership platforms;
- professional advisors, including lawyers, accountants, insurers, consultants and administrative support providers;
- contractors, facilitators or support providers engaged by us, where disclosure is reasonably necessary for service delivery and subject to appropriate confidentiality expectations;
- government agencies, regulators, courts, tribunals, law enforcement bodies or other parties where required or permitted by law;
- another party in connection with a restructure, sale, merger, transfer or change in control of all or part of our business, subject to appropriate confidentiality protections where practicable.

We do not disclose personal information more broadly than reasonably necessary for our business purposes, unless you consent or we are required or permitted by law.

9. Overseas disclosure

Some of our third-party providers may be located overseas or may store information on servers outside Australia. For example, this may occur where we use international cloud storage, email marketing, CRM, analytics, booking, payment or community platforms.

Where we disclose personal information to overseas recipients, we take reasonable steps to ensure the information is handled consistently with the Australian Privacy Principles or otherwise in accordance with applicable law.

10. Cookies and website analytics

Our Website may use cookies and similar technologies to improve functionality, understand visitor behaviour, remember preferences, measure engagement and analyse traffic. Cookies are small files placed on your browser or device.

We may use website analytics tools, including analytics provided by Wix or other analytics platforms, to collect information about Website usage. This information may include pages viewed, time spent on the Website, referral sources, device type and general location information. You can adjust your browser settings to disable cookies, although some parts of the Website may not function properly if cookies are disabled.

11. Automated tools and AI-assisted processes

We may use automated tools, including email marketing systems, CRM workflows, assessment scoring tools or AI-assisted administrative tools, to help manage communications, personalise resources, recommend next steps and improve service delivery.

These tools do not replace human review where a decision materially affects your rights, access to Services or participation. From 10 December 2026, if we use automated decision-making that substantially and directly makes a decision that significantly affects your rights or interests and uses your personal information, we will update this Privacy Policy to include the information required by law.

12. How we store and protect your information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. Our measures may include password-protected systems, restricted access, secure third-party platforms, secure payment processing, reasonable administrative controls and periodic review of our data handling practices.

No method of transmission or storage is completely secure. While we take reasonable steps to protect personal information, we cannot guarantee absolute security of information transmitted to or from the Website or through third-party platforms.

When personal information is no longer required for the purpose for which it was collected, and we are not required by law to retain it, we will take reasonable steps to destroy, delete or de-identify it.

13. Access and correction

You may request access to the personal information we hold about you and may ask us to correct information that is inaccurate, incomplete or out of date. We will respond within a reasonable timeframe, generally within 30 days.

In some circumstances, we may be unable to provide access or make a correction, including where doing so would unreasonably impact the privacy of another person, breach confidentiality, prejudice legal proceedings or otherwise be inappropriate under applicable law. If we refuse a request, we will provide reasons where reasonable to do so.

14. Complaints

If you believe we have handled your personal information in a way that does not comply with this Privacy Policy or applicable privacy law, please contact us using the details below. We will acknowledge your complaint within a reasonable timeframe and aim to respond 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 by calling 1300 363 992.

15. Children and young people

Our Website and Services are intended for adults. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child without appropriate consent, we will take reasonable steps to delete or de-identify that information unless we are required or permitted by law to retain it.

16. Links to other websites

Our Website may contain links to third-party websites, platforms or resources. We are not responsible for the privacy practices, security or content of those third-party sites. You should review the privacy policies of any third-party website or platform you use.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, Services, technology, third-party providers or legal obligations. The updated policy will be posted on our Website with a revised Last updated date. We encourage you to review this Privacy Policy periodically.

18. Contact us

For questions about this Privacy Policy, or to request access or correction of your personal information, please contact:

GOLG Pty Ltd trading as Recreate & Rise

Location: Sydney, New South Wales, Australia

Recreate & Rise

GOLG Pty Ltd trading as Recreate & Rise | www.recreateandrise.com

Website: www.recreateandrise.com

Email: connect@recreateandrise.com