Website Privacy Policy

Website and initial enquiries | Version 1.1 | 27 October 2026

Scope and contact

This policy describes the Harbour Help website and initial enquiry process. It does not describe every aspect of participant, clinical, employment or case records. Ask Harbour Help for its organisational privacy information before sharing detailed records. Contact hello@harbourhelp.com.au or 0468 250 175.

Information you choose to provide

The enquiry form asks for your first name, phone number, email address, location, interests and support needs. We use the information you provide to respond, understand your request and discuss possible support. You may contact us by phone or email instead of using the form.

Keep initial enquiries general

Please avoid submitting diagnoses, NDIS numbers, medical documents, child-protection records or other detailed sensitive information through the initial website form. Ask us how to provide information securely if it is needed later. If enquiring for someone else, share only information you are authorised to provide.

Where the form goes

Opening the contact page loads an externally hosted LeadConnector form. Submitted details are received in Harbour Help’s Blackbull CRM enquiry system. An active workflow creates a lead for follow-up. Submitting the form does not automatically book an appointment.

Website features and technical information

Website and form providers may process technical information needed to deliver their services, such as an IP address, browser information and requests for page resources. The site loads externally hosted fonts. The testimonial video is served as a website asset. Provider privacy information applies to their processing.

Interest buttons and motion settings

Your selected interests are saved in this tab's session storage so they remain selected as you browse. When you open the enquiry form, the selected interests are passed to LeadConnector in the form URL to prefill the interests field. You can edit that field before submitting. Choosing interests does not submit an enquiry or automatically match you with a worker. Deselect interests to clear your choices. Your motion preference is saved in local storage and can be changed using the motion button or removed by clearing site data.

Service providers and overseas processing

Website hosting and the enquiry form rely on third-party providers. This notice does not confirm the locations of all provider systems or all overseas disclosures. Contact Harbour Help for the current provider and overseas-handling information before supplying sensitive records.

Access, corrections and retention questions

You can ask Harbour Help about access to your enquiry information, correction of inaccurate details, how long information is kept, or deletion where available. We may need to confirm your identity and clarify the request. Some records may need to be retained under applicable obligations; this notice does not set an organisation-wide retention period.

Privacy concerns

If you have a privacy concern, contact Harbour Help with a brief description and your preferred reply method. Avoid attaching sensitive records to an initial complaint unless requested through an appropriate channel. You can seek information about privacy rights and complaint options from the Office of the Australian Information Commissioner (OAIC).

Policy updates

This website policy may be updated when the website or enquiry process changes. Check the version date. For broader service information handling, request the applicable organisational policy from Harbour Help.

Further information: OAIC privacy policy guidance