

Privacy Policy

Global Association of Excellence in Health & Wellness (GAEHW)

Last updated: 17 August 2026

1. Introduction

The Global Association of Excellence in Health & Wellness (GAEHW) is committed to protecting the privacy of individuals. This Privacy Policy explains how GAEHW collects, uses, discloses, stores, protects, retains and, where applicable, deletes personal information.

GAEHW aims to handle personal information responsibly and in accordance with applicable privacy and data-protection requirements. As GAEHW develops its operations internationally, relevant cross-border privacy requirements will be reviewed and the Policy updated where necessary.

2. What Information We Collect

GAEHW may collect the following categories of personal information:

- Identity and contact information: name, email address, phone number
- Enquiry and expression-of-interest information, including information submitted through “Register Your Interest” forms
- Where relevant services become operational, membership information and supporting documents
- Where relevant services become operational, certification information and qualification/evidence documents
- Where relevant services become operational, accreditation information, including organisation or programme details and supporting documents
- Where payment services are introduced, payment and transaction information (excluding full card details, which are processed by the payment gateway)
- Complaints, enquiries and correspondence
- Website data such as IP address, cookies and browsing behaviour

GAEHW may also receive information that is treated as sensitive or otherwise subject to additional protection under applicable privacy laws. Where this occurs, GAEHW will handle that information with appropriate safeguards and in accordance with applicable legal requirements. The categories and procedures applicable to sensitive information will be reviewed and finalised as GAEHW’s services and assessment processes are developed.

(See Appendix A for the corresponding purpose of each category.)

3. Why We Collect Personal Information

GAEHW collects and uses personal information only where reasonably necessary for its activities, including:

- Receiving and managing enquiries and expressions of interest, understanding stakeholder interest, supporting market validation and developing future GAEHW services
- Administering website accounts, communications and support, where applicable
- Where membership services are operational, processing membership applications, verification, renewal and member administration
- Where certification services are operational, processing certification applications, assessment, audit and record-keeping
- Where accreditation services are operational, processing accreditation applications, assessment, audit and record-keeping
- Where payment services are introduced, processing payments, invoicing, reconciliation and financial record-keeping
- Handling complaints, enquiries, dispute management and compliance
- Operating the website, and undertaking security, analytics and user-experience improvement

(See Appendix A for the corresponding information category for each purpose.)

4. How Information Is Collected

Information may be collected directly from individuals through website forms, enquiry and expression-of-interest forms, email correspondence, event registrations and other direct communications. Where membership, certification or accreditation services become operational, information may also be collected through the relevant application processes. Limited technical information may also be collected automatically through website cookies and analytics tools.

Where a Country Representative assists an applicant, personal information and supporting documents should, wherever practicable, be submitted directly through systems or channels approved by GAEHW. Country Representatives should not retain personal information through personal email accounts, personal devices, messaging applications or personal cloud storage unless specifically authorised by GAEHW and subject to appropriate privacy and confidentiality controls. Any access provided to a Country Representative should be limited to the information reasonably necessary for their role.

5. Where Information Is Stored

Personal information will be stored in secure electronic systems used or approved by GAEHW. These may include the GAEHW website and hosting environment, secure cloud storage, membership/application management systems, email systems and approved third-party service providers.

Access should be restricted to authorised personnel, committee members and service providers who require the information for legitimate GAEHW purposes.

GAEHW will use reasonable technical and organisational safeguards, which may include access controls, strong authentication, encryption where appropriate, backups and security monitoring.

6. Disclosure to Third Parties and Overseas Recipients

Where certification or accreditation services are operational, GAEHW may disclose relevant information to appropriately appointed Certification or Accreditation Committee members for assessment purposes. GAEHW may also disclose relevant information to Country Representatives where necessary and subject to appropriate confidentiality obligations; technical providers such as website hosting, cloud storage, email, payment and IT support providers; professional advisers; and Australian or overseas authorities where disclosure is legally required.

GAEHW should disclose only the information reasonably necessary for the relevant purpose.

Because GAEHW may operate across multiple countries, personal information may in some circumstances be processed or disclosed overseas. GAEHW will take reasonable steps to ensure that any such handling is consistent with applicable privacy and data-protection requirements.

7. Public Register and Directory Information

Where GAEHW operates a public register or professional directory, limited information may be published for verification and transparency purposes. The information displayed, the basis for publication, verification methods, and the treatment of entries after membership, certification or accreditation ends or is withdrawn will be defined in the relevant GAEHW framework or procedure. GAEHW should publish only information reasonably necessary for the stated register or directory purpose.

8. Complaints and Disciplinary Information

Information received in connection with complaints, appeals, ethics matters or disciplinary processes may be used for assessment, investigation, decision-making, dispute management and compliance purposes. Access should be limited to authorised persons

who require the information for those purposes. Retention, access and disclosure arrangements for such records will be further defined in GAEHW's complaints, appeals and disciplinary procedures.

9. Data Breaches

In the event of a suspected or actual data breach involving personal information, GAEHW will take reasonable steps to assess and contain the breach, minimise potential harm and take appropriate remedial action. Where required by applicable law, GAEHW will notify affected individuals and relevant regulatory authorities.

10. Country Representatives and Personal Information

Country Representatives may have limited access to personal information only where this is reasonably necessary for their authorised role. Where possible, applicants should submit personal information and supporting documents directly to GAEHW through approved systems or channels. Country Representatives are expected to comply with GAEHW's privacy, confidentiality and data-handling requirements, including any requirements that apply when their appointment ends. Further operational requirements will be set out in the Country Representative Agreement and related procedures.

11. Data Retention

Personal information will be retained only for as long as reasonably necessary for the purpose for which it was collected, or for any longer period required by law, regulatory obligations, dispute management, audit requirements or legitimate record-keeping needs.

When information is no longer required and there is no legal or legitimate reason to retain it, GAEHW will take reasonable steps to securely delete, destroy or de-identify it.

Retention periods may vary depending on the type of information and the purpose for which it is held. GAEHW will review and update its retention practices as its membership, certification, accreditation, financial and complaints procedures develop.

12. Access, Correction and Deletion Requests

Individuals may request access to personal information held about them, request correction of inaccurate or incomplete information, or request deletion of personal information that is no longer required.

Requests may be submitted through GAEHW's official contact channel published on the website. The request should include sufficient information to identify the individual and the information concerned. GAEHW may take reasonable steps to verify identity before acting on a request.

GAEHW will assess deletion requests and will delete or de-identify information where appropriate and legally permitted. A deletion request may be refused or only partly fulfilled where GAEHW is required or reasonably entitled to retain information, for example for legal, financial, accreditation/certification records, complaints, dispute resolution, fraud prevention or other legitimate compliance purposes.

Where a request cannot be fully completed, GAEHW should explain the reason to the individual, subject to applicable law.

13. Payment Information

Where payments are introduced, they will be processed through an approved third-party payment provider. GAEHW does not intend to store full payment-card details. Relevant information about the payment provider and its privacy practices will be made available when payment services are implemented.

14. Cookies and Website Analytics

The GAEHW website may use cookies and similar technologies to operate the website, improve user experience and analyse website traffic. Information about the specific tools used will be updated as those services are implemented.

15. Privacy Complaints

Privacy-related questions, requests or complaints may be submitted through GAEHW's official contact channel published on the website. GAEHW will review privacy complaints and respond within a reasonable period.

If an individual is not satisfied with GAEHW's response and Australian privacy law applies, they may be entitled to lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

16. Changes to This Policy

This Privacy Policy may be updated as GAEHW's services, systems, legal obligations and international operations develop. The current version will be made available on the GAEHW website.

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Appendix A — Information and Purpose Summary

Information collected	Typical purpose
Enquiries and expressions of interest, including “Register Your Interest” submissions	Stakeholder communication, market validation, understanding interest in proposed services and development of future GAEHW services
Identity and contact information: name, email, phone number	Enquiry/EOI administration, communications and support; account/application administration where relevant services are operational
Membership information and supporting documents, where membership services are operational	Membership application, verification, renewal and member administration
Certification information and qualification/evidence documents, where certification services are operational	Certification application, assessment, audit and record keeping
Accreditation information, including organisation/programme details and supporting documents, where accreditation services are operational	Accreditation application, assessment, audit and record keeping
Payment and transaction information, where payment services are introduced (excluding full card details where processed by a gateway)	Payments, invoicing, reconciliation and financial records
Complaints, enquiries and correspondence	Support, complaint handling, dispute management and compliance
Website data such as IP address, cookies and browsing behaviour	Website operation, security, analytics and user-experience improvement
Sensitive information, where received and where treated as such under applicable law	Relevant membership, certification, accreditation, complaints or compliance purposes, subject to additional safeguards
Public register or directory information	Professional verification, transparency and public register/directory functions

Information collected	Typical purpose
Complaints, appeals, ethics and disciplinary information	Complaint handling, investigation, decision-making, dispute management and compliance