



CLIENT AGREEMENT / VERSION 2.0

Client Consultation, Confidentiality & Privacy Agreement

A plain-English agreement for Decipher Network consultations and coaching sessions.

Organisation	Decipher Network
Effective date	31 August 2026
Privacy contact	maidstonehustle@gmail.com

BEFORE YOU AGREE

Please read this document before paying for or attending a session. Ask Decipher Network about anything that is unclear. Your acceptance records informed consent to the consultation and to the information handling needed to arrange and provide it.

Agreement at a glance

- Decipher provides private consultation and coaching conversations for reflection, perspective, decisions, relationships, confidence and practical direction.
- Unless a profile expressly states verified professional qualifications and an applicable professional role, the service is not therapy, counselling, diagnosis, medical treatment, legal advice, financial advice or crisis support.
- Your information and session content are treated as confidential, subject to the limited exceptions explained below.
- Your story will not be published or used in social media, podcasts, livestreams, marketing, training or case studies without separate, specific written consent.
- You control whether Decipher may release information to another person or organisation. This agreement does not authorise such a release.
- Payment, cancellation and refund terms shown for your selected session form part of this agreement.

1. The service and its boundaries

Decipher Network connects clients with creator-led consultations and coaching sessions. A session is a private, structured conversation intended to help you describe a situation, consider perspectives, recognise patterns, explore options, or identify a practical next step.

The Decipher profile you choose forms part of this agreement. It explains that person's background, approach, suitable topics and limitations. A Decipher may pause, redirect or decline a topic that falls outside their experience, role or safe scope.

No outcome is guaranteed. You remain responsible for your decisions, actions and for obtaining qualified professional advice where your situation requires it.

Not an emergency or clinical service

Decipher is not an emergency or crisis service. Do not wait for a booking if you or another person may be in immediate danger, experiencing a medical emergency, or needing urgent mental-health support. Contact emergency services or an appropriate crisis service in your current location.

Unless clearly stated otherwise on a profile with verified credentials, booking does not create a doctor-patient, therapist-client, counsellor-client, solicitor-client, financial-adviser or other regulated professional relationship.

2. Your participation

- Provide accurate booking and contact information.
- Choose a private, appropriate location and use a suitable device and connection for an online session.
- Participate respectfully and do not record a session unless everyone has expressly agreed beforehand.

- Avoid placing detailed medical records, identity documents, payment-card details or urgent crisis information in booking forms or ordinary email.
- Tell the Decipher if the topic changes or if you believe the conversation is moving beyond the agreed scope.

3. Our confidentiality promise

Decipher understands that people can speak openly only when they feel safe. Information you share is handled carefully and only for providing, administering and safeguarding the service, or for another purpose you specifically approve or the law permits or requires.

- Session content is not made public.
- Personal information is not sold to advertisers or data brokers.
- Your personal story is not used in social media, podcasts, livestreams, public storytelling, training, case studies or promotional material without separate, specific written consent.
- Access is limited to people and service providers who reasonably need it to provide or administer the service.
- Reasonable physical, account, device and electronic security safeguards are used.

4. Limits of confidentiality

Confidentiality is strong but not absolute. Information may be used or disclosed without your consent where this is required or authorised by applicable law, including:

- a lawful court, tribunal, subpoena or other compulsory process;
- a serious threat to a person's life, health or safety where disclosure is permitted or required to respond to the risk;
- applicable child-safety or mandatory-reporting obligations; or
- another circumstance in which Australian law requires or authorises collection, use or disclosure.

Where lawful and practical, Decipher will try to discuss a proposed disclosure with you first and limit the information disclosed to what is reasonably necessary.

5. Personal information and privacy

Information we may collect

- Identity and contact details, including your name, email, phone number where required, country and timezone.
- Booking information, selected Decipher, session type, duration, appointment time and communications.
- Information you choose to provide about your circumstances, relationships, wellbeing, history, goals or desired outcome.
- Session notes or service records where the Decipher reasonably considers them appropriate.
- Transaction, payment-status and accounting records where payment applies.

- Information reasonably needed for safety, legal obligations, insurance, complaints or service quality.

Why we collect and use it

- To assess fit, arrange and provide the selected consultation or coaching session.
- To communicate, send confirmations and reminders, and manage changes or cancellations.
- To prepare for the session and maintain appropriate service and transaction records.
- To manage safety, complaints, service quality and applicable legal obligations.

Decipher aims to collect only information reasonably necessary for these purposes. Sensitive information should be provided only where relevant and with your informed consent.

How information is collected

Information is generally collected directly from you through the website, booking and payment forms, Cal.com, email, phone, video sessions, session communications and documents you choose to provide. Information may be obtained from another person or service only with your authority or where collection is otherwise permitted by law.

Service providers and overseas processing

Decipher may use reputable providers for scheduling, calendars, video calls, communications, document storage and payments. This currently may include Cal.com and, when activated, Stripe. These services may process or store information outside Australia under their own privacy terms and Decipher's account settings.

Where Stripe Checkout is used, payment-card details are entered into Stripe's checkout environment. Decipher may receive transaction status, receipt and limited customer information, but does not intend to receive or store your full card number on this website.

Security, retention and disposal

Decipher takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Records are kept only for as long as reasonably necessary for service, safety, legal, accounting, insurance, complaint-handling and administrative purposes, then securely destroyed or de-identified where permitted.

Access, correction and privacy concerns

You may ask about personal information Decipher holds, request access or correction, and ask how it is stored, used, retained or disposed of. Legal exceptions may apply and identity may need to be verified. Contact maidstonehustle@gmail.com. You may also have a right to contact an external privacy, consumer or complaints body depending on the circumstances.

6. Release or exchange of information

NO AUTOMATIC AUTHORITY TO SHARE

Accepting this agreement does not authorise Decipher to release your information to a family member, employer, practitioner, agency or other third party. A separate, specific and voluntary consent must identify the recipient, information, purpose and expiry date. You may withdraw that authority for future disclosures. Withdrawal cannot undo information already lawfully disclosed.

7. Booking, payment, cancellation and attendance

Your session is confirmed when the scheduling service displays a successful booking and sends confirmation. Check the date, time, timezone, session type, duration and selected Decipher before confirming.

Where payment is required, the price, currency and any specific refund or cancellation terms must be shown before payment. A session is not treated as paid until the payment provider confirms successful payment. Keep your booking and payment confirmation.

Use the rescheduling or cancellation link in your confirmation whenever possible. With at least 24 hours' notice, you may reschedule once without charge or request a full refund. With less than 24 hours' notice, you may request one session credit to use within 60 days; a cash refund is not normally provided for a late change of mind. A missed session without notice is not normally refundable, although Decipher may offer a replacement time for a reasonable exceptional circumstance.

If Decipher or the creator cancels and you do not accept a suitable replacement time, you will receive a full refund. Approved refunds are returned to the original payment method and may take 5 to 10 business days to appear.

Nothing in this agreement excludes, restricts or modifies consumer guarantees or remedies that cannot lawfully be excluded under the Australian Consumer Law.

8. Electronic agreement and records

You may accept this agreement electronically by selecting the agreement checkbox and continuing to payment. The acceptance record may include your name, email, agreement version, date and time, selected session and payment or booking reference. Electronic acceptance has the same purpose as signing the acknowledgement below.

If this agreement is updated after you accept it, the version accepted for your booking will remain recorded. A material change applying to a later session should be presented for fresh acceptance.

Client acknowledgement and consent

By signing below or selecting the agreement checkbox before payment, I confirm each statement:

- ☐ I have read and understood this Client Consultation, Confidentiality & Privacy Agreement and had the opportunity to ask questions.
- ☐ I understand the nature and limits of the Decipher service, including that it is not emergency, crisis, medical or clinical care unless a specific verified professional service is expressly stated.
- ☐ I understand the confidentiality promise and the limited circumstances in which disclosure may be required or authorised.
- ☐ I consent to Decipher collecting and handling personal information, including information I choose to provide about my circumstances, where reasonably necessary to arrange, provide and administer the service.
- ☐ I understand that necessary service providers may process booking, communication and payment information, including outside Australia under their own privacy terms.
- ☐ I understand that this agreement does not authorise Decipher to release my information to another person or organisation; separate consent is required.
- ☐ I accept the booking, payment, rescheduling, cancellation and attendance terms presented for my selected session.
- ☐ I choose to proceed voluntarily and understand that outcomes cannot be guaranteed.

Acceptance record

Complete this page when signing a printed copy. For an online payment, the website records the equivalent acceptance together with the agreement version, booking details and date.

Client full name	
Email address	
Booked Decipher	
Session type	
Session date	
Agreement date	

Client signature / electronic acceptance	Date
Decipher representative (if signed in person)	Date

Document control

Agreement version: DN-CLIENT-AGREEMENT-2026-08-31-V2. Effective date: 31 August 2026.

Privacy and agreement questions: maidstonehustle@gmail.com.

This consolidated document replaces the separate general confidentiality promise, informed-consent summary, privacy-policy handout and website confidentiality statement for client acceptance. A consent to release or exchange information remains a separate optional form.