

Your information. Your choices.

Head Forward Conversation Coach | Client release information notice
Version 19 October 2026 | Updated 20 October 2026 | Staging only

A space to prepare

This quick reference companion helps you prepare wording, practise a conversation and develop everyday leadership habits. It supports your judgement and your relationship with your coach. It does not replace a full leadership program, business diagnosis, workplace investigation or qualified legal or HR advice.

Personalised coaching

When you request a personalised draft or rehearsal, the situation and details you enter are sent through Head Forward's Cloudflare service to OpenAI. Requests set the API storage option to false. This does not mean zero retention: provider security, abuse monitoring, contractual and legal requirements can still apply. Avoid names, contact details, health information and other identifying details. Describe roles and relevant facts instead.

The service aims to correct spelling and grammar while keeping your intended meaning. Generated wording may contain errors or assumptions. Check facts, fairness, jurisdiction, current requirements and suitability before using it. For serious concerns, get appropriate support before acting.

What is kept

Supabase manages your verified email account, password authentication and account access records. Head Forward stores program passes, access periods, consent, usage counts and limited administrative audit records. Your password is handled by the authentication provider. Coaching conversations are not saved to the account database by this build.

Saved plans and outcome notes, goals, daily completions, draft counts and manually logged coaching sessions stay in this browser for your account. Mobile copies use device secure storage. Task history and draft counts use a 24-month window; other entries stay until removed. These private summaries are self-reported, not assessments. Nothing is automatically shared with a coach or employer. Records do not sync between devices. Copy only notes you choose to share; avoid shared devices.

Access, payments and support

Your account and access

You need to verify your email. A program pass or an approved purchase grants access for the recorded period. Head Forward can extend, pause or revoke program access. Usage allowances help control service costs. Each draft or rehearsal request counts toward the allowance, including requests that fail after they are accepted for processing.

Purchases and renewals

Website checkout is handled by Square. Apple or Google processes purchases made in the native app, with RevenueCat used to verify store entitlements. Head Forward receives access and transaction identifiers; it does not receive your full card details. Prices, renewal terms and cancellation instructions must be shown before purchase. Purchases are disabled in this staging build until configured and tested.

Website access in this build is a one-off payment for a fixed access period. It does not renew automatically. Store subscriptions, when enabled, follow the terms shown by Apple or Google. Deleting your Head Forward account does not cancel a store subscription. Cancel through the store first if you no longer want it.

Delete, sign out or get help

You can sign out, remove a saved plan or request account deletion from the account screen. Account deletion removes your login and linked access records. Limited transaction and audit records may remain where required for accounting, fraud prevention or legal obligations. Copies already downloaded or held in another browser/device are not removed remotely. Provider logs and backups follow their own retention arrangements.

For access, privacy or coaching support, contact Head Forward Leadership Partners through the contact details supplied with your program or at headforward.au. Before public launch, Head Forward must publish its final privacy policy, retention schedule and customer terms, with an actively monitored contact channel.

Official information

Workplace rights: fairwork.gov.au/workplace-problems

Find the workplace safety regulator for your location: [Safe Work Australia regulator directory](#).
Check the source that applies to your state or territory.

Provider information: [OpenAI](#) | [Supabase](#) | [Cloudflare](#) | [Square](#) | [RevenueCat](#). Processing and support may involve providers outside Australia.