

Illumination Transformation Ltd

Website Terms of Use

Version date: 21 April 2026

These Terms of Use govern access to and use of the Illumination Transformation Ltd website, including public pages, forms, downloads, newsletters, donation pages, login areas, Healing Hub content, story submission tools, and collaboration or partner enquiry pages.

1. Who we are

Illumination Transformation Ltd is an Australian charity and not-for-profit organisation. References to “we”, “us” and “our” mean Illumination Transformation Ltd. References to “you” mean any website visitor, supporter, donor, subscriber, applicant, volunteer, contributor, partner, collaborator or other user of the website.

2. Purpose of the website

The website is intended to provide education, awareness, community information, service information, updates, engagement opportunities, and ways to support the work of Illumination Transformation Ltd. Content is provided for general informational purposes and to support public understanding of narcissistic abuse, coercive control, trauma recovery, and related issues.

3. Not crisis, legal, medical or therapeutic advice

The website does not provide emergency assistance, crisis intervention, legal advice, medical advice, diagnosis, treatment, or an individual therapeutic relationship. Content is general in nature and may not be appropriate for your personal circumstances. If you or someone else is in immediate danger, call emergency services. If you require urgent mental health, family violence, legal or medical support, contact an appropriate qualified service provider immediately.

4. Eligibility and acceptable use

You must use the website lawfully, respectfully and only for legitimate purposes. You must not misuse the website, attempt to gain unauthorised access, interfere with its operation, upload malicious code, scrape restricted data, impersonate another person, post unlawful or abusive material, infringe intellectual property rights, or use the website in any way that may harm other users, survivors, staff, volunteers or the organisation.

5. User accounts, login areas and member content

If the website offers login functions, member spaces or gated resources, you are responsible for maintaining the confidentiality of your login details and for all activity conducted through your account. You must provide accurate information, keep your details current, and notify us promptly if you suspect unauthorised access. We may suspend or disable access if we reasonably believe there has been misuse, a security issue, or a breach of these Terms.

6. Information you submit

When you complete forms, subscribe, donate, submit a story, request support information, apply to volunteer, partner with us, or otherwise send information to us, you confirm that the information you provide is accurate, lawful, and does not infringe another person’s rights. You must not submit confidential information belonging to someone else without authority, or personal information about another person unless you are authorised to do so and it is reasonably necessary.

7. Share Your Story and community submissions

If you submit your story, feedback, comments, testimonials, creative material or other content, you grant us a non-exclusive, royalty-free, revocable licence to review, store, adapt for formatting, and use that content for the purpose for which it was submitted, including support intake, internal review, safeguarding, service development, awareness work, or publication where you have expressly agreed. We may decline, redact, anonymise, edit, or remove content at our discretion, especially where safety, privacy, trauma sensitivity, legal risk, confidentiality or defamation concerns arise.

8. Children and vulnerable persons

The website is directed primarily to adults. We do not knowingly request unnecessary information from children. Where the website may be accessed by young people or vulnerable persons, submissions should be made with appropriate care and, where

required, with the involvement of a parent, guardian or authorised support person. We reserve the right not to process or publish content where capacity, consent, safety or safeguarding concerns exist.

9. Donations, fundraising and payments

Where the website facilitates donations, fundraising or supporter payments, those transactions may be processed by third-party payment service providers. Donation receipts, refund handling, and fundraising communications may be subject to separate notices or campaign terms. Unless required by law or expressly stated by us, donations are voluntary and non-refundable once processed. We may refuse or return a donation where required for compliance, sanctions screening, fraud prevention, safety or operational reasons.

10. Third-party platforms and links

The website may contain links to third-party websites, resources, donation processors, forms, social media platforms, or service providers. Those third parties operate under their own terms and privacy practices. We are not responsible for the content, availability, security or practices of third-party sites, and linking does not imply endorsement unless expressly stated.

11. Intellectual property

Unless otherwise stated, the website and its contents, including text, graphics, branding, layout, educational materials, downloadable resources, logos, and original content, are owned by or licensed to Illumination Transformation Ltd and are protected by intellectual property laws. You may view and download website material for personal, non-commercial and informational use only. You must not reproduce, publish, alter, distribute, exploit or create derivative works from website content without prior written consent, except as permitted by law.

12. Website availability and changes

We may update, suspend, withdraw, limit or change any part of the website at any time without notice. We do not guarantee uninterrupted availability, error-free operation, or that the website will always remain current, compatible or free from defects. We may moderate submissions, close forms, or remove content where necessary.

13. Disclaimer

To the maximum extent permitted by law, the website and its content are provided on an "as is" and "as available" basis. While we take reasonable care in preparing content, we do not warrant that the website content is complete, accurate, current, suitable for your circumstances or free from error. You are responsible for assessing whether the information is appropriate for your needs and for obtaining professional advice where necessary.

14. Limitation of liability

To the maximum extent permitted by law, Illumination Transformation Ltd is not liable for any loss, damage, cost or expense arising out of or in connection with your use of, or inability to use, the website, reliance on website content, unauthorised access to transmissions or data, third-party services, submissions made through the website, or any interruption, malware or technical issue. Nothing in these Terms excludes any rights that cannot lawfully be excluded.

15. Privacy and data handling

Your use of the website is also governed by our Privacy & Data Protection Policy. By using the website and submitting information through it, you acknowledge that we may collect, use, store and disclose your information as described in that policy.

16. Breach and suspension

If you breach these Terms, or if we reasonably suspect unlawful conduct, misuse, safety risks, harassment, fraudulent activity, defamation risk, privacy breaches or interference with the website, we may restrict or terminate access, remove submissions, preserve records, and take any other action reasonably necessary to protect users, staff, volunteers, survivors, supporters and the organisation.

17. Governing law

These Terms are governed by the laws of Victoria, Australia and, where applicable, the laws of the Commonwealth of Australia. Any dispute arising in connection with these Terms or the website is subject to the non-exclusive jurisdiction of the courts of Victoria.

18. Changes to these Terms

We may update these Terms from time to time. The updated version will apply from the date it is published on the website. Your continued use of the website after changes are published constitutes acceptance of the updated Terms.

19. Contact

Questions about these Terms may be sent to: reachout@illuminationtransformation.org.au.