



Privacy Policy

Introduction

It is a requirement that registered training organisations (RTO'S) participating in vocational education training and nationally recognised training collect personal information in accordance with the **National Vocational Education and Training Act 2011**.

The information may also be shared with other state and territory government and Australian Government authorities (including the Tertiary Education Quality and Standards Agency (TEQSA) and ministers, occupational licensing bodies, overseas authorities, and others in accordance with the information sharing provisions contained in the National Vocational Education and Training Regulator Act 2011 or the provisions of the Privacy Act 1988.

Policy

The following privacy policy governs the manner in which First Aid Accident & Emergency ("FAAE") collects, uses, maintains and discloses information collected from students and/or users of www.firstaidae.com.au or www.faae.com.au website ("Site"). This privacy policy applies to the Site and all products and services offered by FAAE.

Our commitment to privacy

FAAE is committed to protecting the privacy of your personal information. This privacy statement outlines how FAAE maintains this commitment, and how the personal information collected is handled. FAAE is required to comply with the *Privacy Act 1988*. Information about the Act can be found on the website of the Office of the Australian Information Commissioner (OAIC). <http://www.privacy.gov.au>

What is personal information?

Personal information is broadly defined under the Privacy Act as information or an opinion about you, which identifies you or would allow your identity to be reasonably ascertained. Some examples of personal information include names, addresses, date of birth, phone numbers and email addresses. The definition of personal information only relates to 'natural' persons. It does not extend to other 'legal' persons, such as companies.

Information FAAE collects and how that information is used

FAAE collects and uses personal information from our clients/students to properly and efficiently carry out its function and training services as an RTO. We may also use clients/students information with consent for related purposes such as advising of first aid updates, services and products. An example of the personal information FAAE collects and holds includes, but not limited to:

- Name
- Address
- Phone Number
- Email Address
- Date of Birth
- Unique Student Identifier



We generally collect personal information by way of forms filled out by people, face to face meetings, telephone conversations, interviews, business cards and from third parties. We may also collect personal information provided by you when you use our website. Please refer to the user

Australian Skills Quality Authority (ASQA)

All personal information collected by FAAE must be released to ASQA in the event the information is requested.

As Australia's national regulator for the vocational education and training (VET) sector, ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- recommending organisations as CRICOS providers; that is, providers that can enrol international students
- accrediting VET courses
- auditing RTOs for compliance
- assessing the risk of RTO applications.

ASQA also analyses and reports on risks and performance in the VET sector. ASQA uses personal information only for the purposes for which it was provided and for directly related purposes (unless otherwise required by or authorised under law).

Website

Personal identification information: We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information: We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service provider's utilized and other similar information.

Web browser cookies: Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. A User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.



How we use collected information: FAAE may collect and use Users personal information for the following purposes:

- - *To improve customer service*
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- - *To improve our Site*
We may use feedback you provide to improve our products and services.
- - *To process payments*
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- - *To send periodic emails*
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc.

How we protect your information: We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

Sharing your personal information: We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

Third party websites: Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.



Your acceptance of these terms: By using our Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

How to opt out of correspondence

Based on information provided, FAAE may send email or SMS correspondence. All correspondence will contain an easy means to opt out of any further correspondence.

Use and disclosure of personal information

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

FAAE will not disclose personal information to overseas recipients.

Access to personal information

1. Participant files may only be accessed by the Managing Director, Administration Manager, trainer and/or assessor and/or an auditor appointed by the regulating authority. Access by administrative staff to participant's files will only be for the purpose of updating files as directed by one of the above mentioned.
2. All participants have a right to view their own files except when government legislation requires or authorises the refusal of access. To view personal information participants may do so upon request to the Administration Manager in writing via email. You will be required to provide proof of identification in person to view the information.
3. Access to a file by a third party other than as above can only be provided with the written consent of the participant.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Changes to this privacy policy:

FAAE has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.



Resolving privacy concerns

If you have any questions about this Privacy Policy, or wish to raise a concern about a privacy matter, the practices of this site, or your dealings with this site, please contact the Director, Scott Whimpey in writing to:

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admin@firstaidae.com.au