



Australian Celebrations Training Pty Ltd Web Site's

Privacy Statement

Australian Celebrations Training Pty Ltd [ACT] complies with Australian and Queensland privacy laws and guidelines. ACT treats all information collected for administrative or educational purposes, including specific consent given by individuals as confidential.

ACT does not make available to a third party any personal information supplied unless required or permitted by law.

ACT may distribute aggregated statistical information for statutory reporting purposes but only in a form that will not identify any person individually.

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at <http://www.privacy.gov.au/>.

Privacy Management Policy

ACT holds a large amount of personal information concerning staff, students, suppliers and other persons, as a natural consequence of our teaching and administrative functions. ACT receives and stores transaction information, that is, information you enter on our website or have provided to us in application, registration or administration processes.

The privacy of persons about whom ACT holds personal information is respected at all times.

1. Collection of personal information

- Information should be collected only where it is necessary to carry out a particular function or administrative activity.
- Where information is collected for a particular purpose, it shall only be used for that purpose or any naturally related secondary purpose but will not be used for any other purpose such as marketing or commercial offers. If personal information is likely to be used for some other purpose, this will be disclosed at least by the time that information is collected and preferably before it is requested.
- No personal information is collected when you browse ACT's website anonymously. Personally identifiable information such as name, birth date and contact details (email addresses) are only collected when you make an enquiry, place an order or register on a course.

2. Access to and use of personal information stored in records

- Personal information should be accessed and used only for ACT purposes.
- Personal information should be secured.
- Paper-based records should not be left where members of the public may access them.
- Access to computerised records is granted only to staff in the course of their duties. ACT protects the security of information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information. In conjunction with our suppliers, we operate secure data networks protected by an industry standard firewall and password protection system. We also take care to ensure that we have security measures in place to protect against the loss, misuse, unauthorised access, alteration, modification or disclosure of your user data under our control.
- Personal information obtained orally, for instance, in an interview with a student concerning course progress may or may not be recorded in documentary form. Nonetheless, privacy should be respected, and the information should not be discussed with others, except where this is necessary to undertake functions concerning the student or staff member who has provided the information.
- The primary purpose in collecting information from you is to enable us to fulfill our business commitments to you in providing celebrancy and professional development training, consultancy,

membership to professional industry associations [where applicable] and to improve these services to you and other clients of ACT. We may use the information you provide to help improve the services we deliver to you, measure consumer interest in ACT services, inform you of other ACT products and services or to comply with requirements under the law.

3. Personal information should not be disclosed to third parties

Personal information shall not be disclosed to third parties except in the following circumstances:

- Disclosure to the staff member or student to whom the personal information relates. This general entitlement is given effect by the Queensland *Freedom of Information Act*, and is subject to its detailed provisions.
- Where the disclosure is a necessary part of the primary purpose for which you gave us the information or a naturally related secondary purpose, e.g. putting your name and address on a courier envelope to send you information.
- Disclosure to third parties only with the consent of the student or staff member concerned. Consent cannot be assumed, and should be given expressly and in writing.
- If an enquiry concerning a student's record is made by a person or body clearly having a valid reason for seeking the information, e.g. Attorney-General's Department, the enquiry should be referred to the Director, who will, if appropriate, verify the record so furnished.
- Disclosure of personal information under statutory or other legal authority. E.g. The Commonwealth Departments of Education, Training and Youth Affairs, Social Security, or Immigration may also have powers to obtain access to personal information in specific circumstances.
- Requests associated with bona fide research activities to further industry and professional knowledge. Any assistance must be approved by the Director and all requests must contain a clear statement of purpose, and responses must be entirely voluntary and made directly to the researcher. All costs will normally be recovered from the researcher.
- ACT does not permit third parties to use information about you for any other purpose than to perform the services that ACT has instructed them to provide. All suppliers, agents and third party companies must sign a confidentiality agreement with ACT before any personal information is disclosed by ACT.

4. Third Party Relationships

To provide you with a more informative online experience, ACT may use the online resources of suppliers, agents and business partners. Such services comprise of links to third party sites that promote additional services and products. In any such relationship ACT takes all reasonable steps to ensure that these parties have and enforce an adequate privacy policy. Understandably, the privacy policy of a third party might be different to that of ACT and it is advisable that you carefully review any third party's privacy policy before using the site's products and/or services.

5. Liability Disclaimer

ACT will use all reasonable endeavours to protect and keep confidential any personally identifiable information in its possession in relation to its students, staff or website visitors. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of ACT, its agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, ACT is not liable for any loss, damage, costs, liability or other form of contribution.

In regard to the on-line chat group, ACT does not endorse comments posted by individuals.

6. Grievance procedure

Privacy issues can be discussed with the Privacy Officer, if necessary, on a confidential basis. If an individual believes that their privacy has been breached, a complaint may be made in writing to the Privacy Officer, ACT. In order to enable such a complaint to be properly investigated, it should identify the person whose privacy appears to have been breached. Anonymous complaints will not be dealt with.

For any privacy issues or concerns, you can contact our Privacy Officer at:

Privacy Officer

Kym Hillman

Australian Celebrations Training Pty Ltd

PO Box 5332

Victoria Point Qld 4165

Phone: 07 3207 9515

Fax: 07 3207 0270

Email: admin@australiancelebrations.com.au

ACT will endeavour to investigate and advise you of the outcome of a complaint within 21 days of receipt of such complaint.