Protecs Global Pty Ltd ("Protecs Global") is committed to providing quality services to its customers. This Policy sets out our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include, but are not limited to:

- Names and addresses
- Email addresses
- Telephone and facsimile numbers
- Photographic identification (driver licence and/or passport)
- Previous work history (curriculum vitae or resume)
- Contact details of the sponsoring company or employer

We collect this Personal Information in a number of ways, including by interview and correspondence, by telephone, by email, through our website at www.protecsglobal.com.au, through cookies set by our website, through the Protecs Student Management System and the Protecs enrolment form, from publicly available sources, and from third parties. We do not guarantee the content or the privacy practices of any linked third-party website.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing and marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Cookies

Our website uses cookies. A cookie is a small text file placed on your device by a website that you visit. We use cookies to enable the website to function correctly, to remember your preferences, and to understand how the website is used so that we can improve it.

You may disable or delete cookies through the settings of your web browser. If you do so, some parts of our website may not function as intended.

Where a cookie collects information that identifies you, we treat that information as Personal Information and handle it in accordance with this Policy.

Information collected when you sign a document electronically

Where you sign an enrolment form or any other document electronically through the Protecs Student Management System, we also collect:

- the internet protocol (IP) address of the internet connection used;
- the approximate location derived from that internet connection;
- the date and time at which the document was signed, and the time zone of your device;
- the language and regional settings reported by your web browser.

We collect this information for the sole purpose of evidencing that the document was signed, when it was signed and by whom, and to protect both you and Protecs Global against a fraudulent or disputed signature. We do not use it to track your movements and we do not disclose it for marketing purposes. It forms part of your enrolment record and is retained with that record.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or an opinion about such matters as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose; or
- with your consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. In some circumstances, however, we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances, including the following:

- to third parties where you consent to the use or disclosure;
- to the certification body for the purposes of examination, certification and verification; and
- where required or authorised by law.

Disclosure of Personal Information Overseas

Protecs Global delivers training and examinations in New Zealand. Where you enrol in a course or examination held in New Zealand, your Personal Information may be disclosed to our personnel, trainers, invigilators and venue providers in New Zealand for the purpose of delivering that course or examination and administering your enrolment.

Before disclosing Personal Information to an overseas recipient, we take such steps as are reasonable in the circumstances to ensure that the recipient does not breach the Australian Privacy Principles in relation to that information.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss, and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. Most Personal Information is, or will be, stored in client files which are kept by us for a minimum of 11 years.

Notifiable Data Breaches

A data breach occurs where Personal Information held by us is lost, or is accessed, used or disclosed without authorisation. Where a data breach occurs, Protecs Global will:

- take immediate steps to contain the breach and to limit any further loss or unauthorised access;
- assess, as quickly as is reasonable in the circumstances, what information is involved, who is affected, and whether the breach is likely to result in serious harm;
- where the breach is likely to result in serious harm to any affected individual, notify those individuals and the Office of the Australian Information Commissioner, as required by Part IIIC of the Privacy Act 1988 (Cth); and
- tell the affected individuals what has occurred, what Personal Information was involved, and what steps we recommend they take in response.

If you have reason to believe that Personal Information held by Protecs Global about you has been lost, or accessed or disclosed without authorisation, please contact us immediately using the details set out at the end of this Policy.

Access to your Personal Information

You may access the Personal Information we hold about you, and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Protecs Global will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to ensure that your Personal Information is accurate, complete and up to date. If you find that the information we hold is not up to date or is inaccurate, please advise us as soon as practicable so that we can update our records and continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and the current version is available on our website.

Privacy Policy Complaints and Enquiries

If you have any query or complaint about this Privacy Policy, please contact us at:

Email: hamed.madani@protecsglobal.com.au

Telephone: (07) 3492 9213

Hamed Madani
Training and Examination Director

Keren Abarca
Managing Director