

1. Introduction

1.1 We understand that the privacy of your personal details, and the security of your transactions with us, is of paramount importance to you. The Academy has therefore adopted data protection policies with respect to your privacy and security. The Academy's Privacy Policy sets out the rules we will abide by when dealing with personal information we collect from individuals in the course of our business.

1.2 We may make alterations or additions to this policy from time to time. Should we do so, we will update the policy on our web site. We require that all our customers agree to abide by our Privacy Policy as part of our terms of trade.

1.3 Please note that we cannot and do not assume any responsibility for the privacy or security practices of any other website which you may be able to access through our site, or for our customers' level of compliance with our code.

2. What Information Do We Collect?

The Academy collects different information about you at different times. There are four broad categories of information that we collect from you:

2.1 Information we require to supply our services.

- (a) When you enrol with the Academy on one of our courses, or when you make an enquiry about our courses, we request information such as your name, address, telephone number, email details of your primary and secondary contacts, and type of business or job/career you are in. We may also ask for your age and gender.
- (b) We may also monitor and/or record telephone conversations with you from time to time in order to train staff and to improve our service to you.

2.2 Non personally identifying information.

- (a) In addition to the information you specifically provide above, the Academy operates statistics gathering software on its web site to collect information about the number of visitors coming to the site. No identifying information is collected by this software. The software records the IP address of the visitor only. We use this information to improve our own technical structure and performance, and to determine which areas of our web site are most popular.

(b) We also sometimes may use 'cookies'. Cookies are pieces of information that a web site can transfer to an individual's computer in order to allow that web site to store information about user preferences. We use cookies which expire once the visitor leaves our website. Cookies are used to collect session ID's. It is possible to adjust your internet browser to refuse cookies, but you may find that this reduces the functionality of our website.

2.3 Other demographic information.

If you respond voluntarily to our surveys or other interactive communications, we collect the responses and use the information to improve the quality and range of the Academy's courses.

3. How Do We Use Personal Information We Have Collected?

3.1 We collect and use your personal information to deliver our courses to you via our Virtual Campus. We will use your personal information to provide you with:

- (a) Technical support
- (b) Billing and credit control
- (c) Sales support
- (d) Product upgrades
- (e) Information

3.2 You may stop the delivery of future promotional email from The Academy by following the specific instructions in the email you receive. These instructions will tell you how to remove your name from our promotional email list. These instructions will appear at the **BOTTOM** of your email. If you experience technical difficulties with removing yourself from a list, you may email us at info@aawep.com.au asking to be removed.

3.3 We may use your personal information to:

- (a) Contact you in relation to upgrading your use of our services, special offers (from us, or on behalf of third parties), with newsletters, surveys, and individual service audits.
- (b) Identify the source of new customers to the Academy
- (c) Monitor and address complaints, other feedback, and to resolve disputes
- (d) Maintain a technical and account history of your dealings with us, and to re-establish your account with us where you rejoin as a customer within six months after having terminated your account;

3.4 We will treat all information we collect from you as strictly confidential. The Academy does not rent or lease its customer lists to third parties. We will not reveal, disclose, sell, distribute, rent, licence, share or pass onto any third party (other than those who are contracted or supply services to the Academy) any personal information that you may have provided to us unless we have your express consent to do so, other than in the circumstances set out in the next paragraph.

3.5 We will disclose your personal information, without notice or your consent, only if:

- (a) We are required to do so by law or in the good faith belief that such action is necessary to conform with the laws, applicable code of conduct or legal process served on us in relation to our business or web site
- (b) To protect and defend the rights or property of the Academy
- (c) If we consider it necessary to do so in order to enforce or apply the terms of any of our agreements with you
- (d) If we sell our business or part of it
- (e) In extreme circumstances, to protect the personal safety of users of the Academy's services, its website, our staff or the public.

4. Other Disclosure By You

4.1 You might provide personal information through your participation in chat sessions, message boards, email exchanges or newsgroups accessed via the Academy's Virtual Campus, or another service provided by the Academy. This information is available to anyone who has access; it is not private. The Academy urges you to enter only information that you are comfortable to share with the public at large in this public domain. This Privacy Policy does not apply to such information.

4.2 You should never reveal your password to third parties. If you lose control of your password, you may lose control over your personal information and may be liable for actions taken on your behalf by third parties using your password and/or personal information. Therefore, if your password has been compromised for any reason, you should immediately change it.

5. How To Access & Correct Your Personal Information

5.1 From time to time you may need to update your personal information. You may do so by phone, mail or email. You may be required to supply your username and password to authorise the update of information.

5.2 If you contact us via telephone, you may need to answer a few security questions before any personal information is revealed or amended.

6. Children's Privacy

The Academy does not knowingly collect, use or market any information to children without seeking parental or a guardian's consent.

7. Complaints

If you have a complaint about any aspect of our Privacy procedures, please contact our Admin Office on info@aawep.com.au. We will deal promptly with your complaint. If we cannot resolve the complaint to your satisfaction within a reasonable time, you or we may refer the complaint to the Information Commissioner's Office.