

PRIVACY POLICY

In this policy, “HSC CoWorks”, "us", "we" or "our" means HSC CoWorks ABN 88 108 410 091

We are firmly committed to privacy and are bound by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (“the Act”).

This Privacy Policy ("Policy") explains how information about you or associated with you (“personal information”) is collected, used and disclosed by us when you visit our website and use of our tutoring services (collectively, the "Services").

1. WHAT IS PERSONAL INFORMATION?

When used in this policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include (but is not limited to) your name, age, gender, postcode and contact details (including phone numbers and email addresses). If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

2. WHAT INFORMATION IS COLLECTED BY US?

The categories of information we collect can include:

- a. **Information You Provide.** When you make enquiry, register or use any of our Service we may collect a variety of information, including:
 - **Contact Information** such as your name, email address, phone number, including mobile phone number, and correspondence address (“Contact Information”); and
 - **Enrolment Information** the information that you provide to us in the New Student Enrolment Form.
- b. **Information About How You Use the Services.** We may collect information about your participation and actions on the Services.
- c. **Information from Content You Upload.** When you upload data or document to the Services, we may collect information about the content, as well as the time, date and place the document or content was taken or uploaded (also known as metadata).
- d. **Cookies and Similar Technologies.** We and our third party partners may use cookies and similar technologies to collect, analyze and store information, to provide customized advertising on our site, to provide and improve the Services offered by HSC CoWorks and to identify and prevent inappropriate use of the Service.
- e. **Your Communications with Us.** We collect communications you send to us, which may include communication on our online forum, email or correspondence.

3. HOW DO WE COLLECT PERSONAL INFORMATION

We will collect personal information by lawful and fair means as required by the Privacy Act. We will also collect personal information directly from you where this is reasonable and practicable.

We collect personal information in a number of ways, including:

- Directly from you in person, over the phone, through written communications (either on paper or electronic) or by you completing forms or answering questions on our websites;
- From third parties, including education providers, government agencies and your authorised representatives;
- From our own records of your use of our Services

4. WHY DO WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION

4.1. General

We use your personal information for purposes described in this Policy or disclosed to you on or in connection with our Services. The ways in which we may use this information can include:

- **To identify you and verify your identify**
- **Provide the requested Services:** to administer and maintain your HSC CoWork account and to provide our Service to you including:
 - Facilitating your enrolment in courses of study;
 - Facilitating your communication with our staff via our website; and
 - Obtaining payments for our Services.
- **Analyse and develop our Services:** to develop, deliver, measure, monitor, analyse and improve our Services.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

4.2. Direct Marketing

Where we have your express or implied consent, or where we are otherwise permitted by law, we may use your personal information to send you information about the services we offer, as well as other information. We may send this information by mail, email, SMS and telephone.

Opting out

You can opt out of receiving these communications at any time, in the following ways:

- Contact us and tell us; or
- Use the unsubscribe facility that we include in our commercial electronic messages (i.e., email or SMS) to opt out of receiving those messages.

5. TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION

We may disclose your personal information to any of the organisations that we deal with in the ordinary administration of our business, including:

- The Australian Government (such as emergency departments);
- Our contracted service providers, including:
 - Education providers and tutors;
 - Information technology service providers (such as WooCommerce);
 - Marketing, communications and research agencies;
 - Mailing houses, postal, freight and courier service providers;
 - Printers and distributors of direct marketing material;
 - External business advisers (such as auditors and lawyers).
- to, in our discretion, (i) satisfy any applicable law, regulation, subpoena/court order, legal process or other government request, (ii) enforce our Client Agreement and (iii) investigate and defend ourselves against any third party claims or allegations.

By providing us with your personal information, you consent to us disclosing your information to such entities without obtaining your consent on a case by case basis.

6. DATA QUALITY AND SECURITY

6.1 General

We hold personal information in a number of ways, including in electronic databases, email contact lists, and in paper files held in secure premises. Paper files may also be archived offsite in secure facilities. We take reasonable steps to:

- Make sure that the personal information that we collect, use and disclose is accurate, up to date and complete and (in the case of use and disclosure) relevant;
- Protect the personal information that we hold from misuse, interference and loss and from unauthorised access, modification or disclosure;
- Destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Act/

6.2 Security

The steps we take to secure the personal information we hold include online security (such as encryption, firewalls, anti-virus software and login and password protection), secure office access, personnel security and training and workplace policies.

Payment security

We process payments using EFTPOS and online technologies (including Acuity form and WooCommerce). All transactions processed by us meet industry security standards to ensure payment details are protected.

Website security

While we strive to protect the personal information and privacy of users of our website, we cannot guarantee the security of any information that you disclose online and you disclose that information at your own risk. If you are concerned about sending your information over the internet, you can contact us by telephone or post.

7. ACCESSING YOUR PERSONAL INFORMATION

You can request access to the personal information that we hold about you and request any updates or corrections by contacting our Privacy Officer (see section 8 below).

8. HOW YOU CAN COMPLAIN ABOUT A BREACH OF PRIVACY?

If you believe your privacy has been breached by us, have any questions or concerns about our Privacy Policy please contact us using the contact information below and provide details of the incident so that we can investigate it.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

Please contact our Privacy Officer via email: coaching@hscoworks.com.au

9. CHANGES TO OUR PRIVACY POLICY

We reserve the right to modify this Policy from time to time. If we make changes to this Policy, we will change the "Last Revision" date below and will post the updated Policy on this page.

LAST REVISION DATE AND EFFECTIVE DATE

This Policy was last revised on 17 July 2017