

# TEACHER CERTIFICATION AUSTRALIA

## PRIVACY POLICY

### 1. Teacher Certification Australia respects your privacy

- a. Teacher Certification Australia respects your right to privacy and is committed to safeguarding the privacy of customers and website visitors. This policy sets out how Teacher Certification Australia collects and treats your personal information.
- b. Teacher Certification Australia adheres to the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* and to the extent applicable, the EU General Data Protection Regulation (GDPR).
- c. "Personal information" is information Teacher Certification Australia holds which is identifiable as being about you. This includes information such as your name, email address, identification number, or any other type of information that can reasonably identify an individual, either directly or indirectly.
- d. You may contact Teacher Certification Australia in writing at P.O. Box 224, Newcastle, New South Wales 2300 for further information about this Privacy Policy.

### 2. What personal information is collected

- a. Teacher Certification Australia will, from time to time, receive and store personal information you provide to Teacher Certification Australia directly or give to Teacher Certification Australia in other forms.
- b. You may provide basic information such as your name, phone number, address and email address to enable Teacher Certification Australia to send you information, provide updates and process your product or service order.
- c. Teacher Certification Australia may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with Teacher Certification Australia's customer support.
- d. Additionally, Teacher Certification Australia may also collect any other information you provide.

### 3. How Teacher Certification Australia collects your personal information

- a. Teacher Certification Australia collects personal information from you in a variety of ways, including when you interact with Teacher Certification Australia electronically or in person, when you access Teacher Certification Australia's website and when Teacher Certification Australia engages in business activities with you. Teacher Certification Australia may receive personal information from third parties. If so, Teacher Certification Australia will protect it as set out in this Privacy Policy.
- b. By providing Teacher Certification Australia with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

### 4. How Teacher Certification Australia uses your personal information

Teacher Certification Australia may use personal information collected from you to provide you with information about Teacher Certification Australia's products or services. Teacher Certification Australia may also make you aware of new and additional products, services and opportunities available to you.

Teacher Certification Australia will use personal information only for the purposes that you consent to. This may include to:

- a. provide you with products and services during the usual course of Teacher Certification Australia's business activities.
- b. administer Teacher Certification Australia's business activities.
- c. manage, research and develop Teacher Certification Australia's products and services.
- d. provide you with information about Teacher Certification Australia's products and services.
- e. communicate with you by a variety of measures including, but not limited to, by telephone, email, SMS or mail.
- f. investigate any complaints.

If you withhold your personal information, it may not be possible for us to provide you with Teacher Certification Australia's products and services.

Teacher Certification Australia may disclose your personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, legal proceedings or in response to a law enforcement agency request.

If there is a change of control in Teacher Certification Australia's business or a sale or transfer of business assets, Teacher Certification Australia reserves the right to transfer to the extent permissible at law Teacher Certification Australia's user databases, together with any personal information and non-personal information contained in those databases.

## **5. Disclosure of your personal information**

- a. Teacher Certification Australia may disclose your personal information to any of Teacher Certification Australia's employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this privacy policy.
- b. If Teacher Certification Australia does disclose your personal information to a third party, Teacher Certification Australia will protect it in accordance with this privacy policy.

## **6. General Data Protection Regulation (GDPR) for the European Union (EU)**

- a. Teacher Certification Australia will comply with the principles of data protection set out in the GDPR for the purpose of fairness, transparency and lawful data collection and use.
- b. Teacher Certification Australia processes your personal information as a Processor and/or to the extent that Teacher Certification Australia is a Controller as defined in the GDPR.
- c. Teacher Certification Australia must establish a lawful basis for processing your personal information. The legal basis for which Teacher Certification Australia collects your personal information depends on the data collected and how Teacher Certification Australia uses it.
- d. Teacher Certification Australia will only collect your personal information with your express consent for a specific purpose and any data collected will be to the extent necessary and not excessive for its purpose. Teacher Certification Australia will keep your data safe and secure.
- e. Teacher Certification Australia will also process your personal information if it is necessary for Teacher Certification Australia's legitimate interests, or to fulfil a contractual or legal obligation.
- f. Teacher Certification Australia processes your personal information if it is necessary to protect your life or in a medical situation, it is necessary to carry out a public function, a task of public interest or if the function has a clear basis in law.

- g. Teacher Certification Australia does not collect or process any personal information from you that is considered "Sensitive Personal Information" under the GDPR, such as personal information relating to your sexual orientation or ethnic origin unless Teacher Certification Australia has obtained your explicit consent, or if it is being collected subject to and in accordance with the GDPR.
- h. You must not provide Teacher Certification Australia with your personal information if you are under the age of 16 without the consent of your parent or someone who has parental authority for you. Teacher Certification Australia do not knowingly collect or process the personal information of children.

## **7. Your rights under the GDPR**

If you are an individual residing in the EU, you have certain rights as to how your personal information is obtained and used. Teacher Certification Australia complies with your rights under the GDPR as to how your personal information is used and controlled if you are an individual residing in the EU.

Except as otherwise provided in the GDPR, you have the following rights:

- a. to be informed how your personal information is being used.
- b. access your personal information (Teacher Certification Australia will provide you with a free copy of it).
- c. to correct your personal information if it is inaccurate or incomplete.
- d. to delete your personal information (also known as "the right to be forgotten").
- e. to restrict processing of your personal information.
- f. to retain and reuse your personal information for your own purposes.
- g. to object to your personal information being used.
- h. to object against automated decision making and profiling.

Please contact Teacher Certification Australia at any time to exercise your rights under the GDPR at the contact details in this Privacy Policy.

Teacher Certification Australia may ask you to verify your identity before acting on any of your requests.

## **8. Hosting and International Data Transfers**

- a. Information that Teacher Certification Australia collects may from time to time be stored, processed in or transferred between parties or sites located in countries outside of Australia. These may include, but are not limited to Australia.
- b. Teacher Certification Australia has offices and/or facilities in Australia. Transfers will be protected by appropriate safeguards. These include one or more of the following: the use of standard data protection clauses adopted or approved by the European Commission which you can obtain from the European Commission website; the use of binding corporate rules, a copy of which you can obtain from Teacher Certification Australia's Data Protection Officer.
- c. The hosting facilities for the Teacher Certification Australia website are situated in Australia and New Zealand. Transfers to each of these countries will be protected by appropriate safeguards, these include one or more of the following: the use of standard data protection clauses adopted or approved by the European Commission which you can obtain from the European Commission Website; the use of binding corporate rules, a copy of which you can obtain from Teacher Certification Australia's Data Protection Officer.

- d. Teacher Certification Australia's suppliers and contractors are situated in Australia. Transfers will be protected by appropriate safeguards, these include one or more of the following: the use of standard data protection clauses adopted or approved by the European Commission which you can obtain from the European Commission Website; the use of binding corporate rules, a copy of which you can obtain from Teacher Certification Australia's Data Protection Officer.
- e. You acknowledge that personal data that you submit for publication through Teacher Certification Australia website or services may be available, via the internet, around the world. Teacher Certification Australia cannot prevent the use (or misuse) of such personal data by others.

## **9. Security of your personal information**

- a. Teacher Certification Australia is committed to ensuring that the information you provide to Teacher Certification Australia is secure. In order to prevent unauthorised access or disclosure, Teacher Certification Australia has put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- b. Where Teacher Certification Australia employs data processors to process personal information on Teacher Certification Australia's behalf, Teacher Certification Australia only does so on the basis that such data processors comply with the requirements under the GDPR and that have adequate technical measures in place to protect personal information against unauthorised use, loss and theft.
- c. The transmission and exchange of information is carried out at your own risk. Teacher Certification Australia cannot guarantee the security of any information that you transmit to, or receive from, Teacher Certification Australia. Although Teacher Certification Australia takes measures to safeguard against unauthorised disclosures of information, Teacher Certification Australia cannot assure you that personal information that Teacher Certification Australia collects will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **10. Access to your personal information**

- a. You may request details of personal information that Teacher Certification Australia holds about you in accordance with the provisions of the *Privacy Act 1988 (Cth)*, and to the extent applicable the EU GDPR. If you would like a copy of the information which Teacher Certification Australia holds about you or believe that any information Teacher Certification Australia holds on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email [training@teacher certification.com.au](mailto:training@teacher certification.com.au).
- b. Teacher Certification Australia reserves the right to refuse to provide you with information that Teacher Certification Australia holds about you, in certain circumstances set out in the Privacy Act or any other applicable law.

## **11. Complaints about privacy**

- a. If you have any complaints about Teacher Certification Australia's privacy practices, please feel free to send in details of your complaints to [training@teacher certification.com.au](mailto:training@teacher certification.com.au). Teacher Certification Australia takes complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **12. Changes to Privacy Policy**

- a. Please be aware that Teacher Certification Australia may change this Privacy Policy in the future. Teacher Certification Australia may modify this policy at any time, in Teacher Certification Australia's sole discretion and all modifications will be effective immediately upon Teacher Certification Australia's posting of the modifications on the website or notice board. Please check back from time to time to review Teacher Certification Australia's Privacy Policy.

## 13. Website

### a. *When you visit Teacher Certification Australia's website*

When you come to Teacher Certification Australia's website ([www.teachercertification.com.au](http://www.teachercertification.com.au)), Teacher Certification Australia may collect certain information such as browser type, operating system, website visited immediately before coming to Teacher Certification Australia's site, etc. This information is used in an aggregated manner to analyse how people use Teacher Certification Australia's website, such that Teacher Certification Australia can improve service.

### b. *Cookies*

Teacher Certification Australia may from time to time use cookies on Teacher Certification Australia's website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of Teacher Certification Australia's website. Teacher Certification Australia's website may from time to time use cookies to analyse website traffic and help Teacher Certification Australia provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

### c. *Third party sites*

Teacher Certification Australia's site may from time to time have links to other websites not owned or controlled by Teacher Certification Australia. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Teacher Certification Australia is not responsible for the privacy practices of other such websites. Teacher Certification Australia encourages users to be aware, when they leave the website, to read the privacy statements of each and every website that collects personal identifiable information.