



ALLTRUCK
DRIVER TRAINING

Privacy Policy

Version: 6.0
Last amendment: August 2019

ADT009 – Privacy

Policy

ALLTRUCK DRIVER TRAINING is committed to safeguarding the personal information entrusted to us by our clients.

The Commonwealth Privacy Act 1988 requires companies to comply with the National Privacy Principles (NPPs).

ALLTRUCK DRIVER TRAINING is committed to the new Australian privacy legislation in the way it collects, uses, secures and discloses personal information.

Purpose

To state the method in which ALLTRUCK DRIVER TRAINING demonstrates its commitment to protecting personal information and the practices we follow.

Scope

The scope of this policy extends to cover all staff members of ALLTRUCK DRIVER TRAINING and to any person providing services on our behalf.

Responsible Parties

Chief Executive Officer - Policy control, issue, compliance and adjustment.

Definitions

National Privacy Principles (NPPs) - are ten principles contained in schedule 3 of the Privacy Act 1988 (Privacy Act) which regulate how businesses handle individuals' personal information. They cover the collection, use, disclosure and storage of personal information. They also allow individuals to access that information and have it corrected if it is wrong.

Procedure

What kind of information do we collect?

In dealings with ALLTRUCK DRIVER TRAINING, we may ask clients for information such as but not limited to name, email address, age, telephone number and product information.

Our website or email notifications may include optional surveys, asking for views on various products and services, or information concerning marketing.

We normally collect client information directly from our clients. We may collect client information from other persons with their consent or as authorised by law.

We inform our clients, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we don't provide this notification is when a client volunteers information for an obvious purpose (for example, producing a credit card to pay a service fee when the information will be used only to process the payment).

How do we safeguard personal information?

We make every reasonable effort to ensure that personal information is accurate and complete. We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorised access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

Credit card information is entered directly into a merchant terminal, and is never kept of file.

ALLTRUCK DRIVER TRAINING uses Survey Monkey for the collection of Enrolment data and other surveys. Survey Monkey is online Survey tool, which we have customised to collect client information. The decision to use Survey Monkey in this way was been made by the CEO of ALLTRUCK DRIVER TRAINING, and the CEO was convinced that the privacy arrangements are sufficient. Many RTOs, Universities, and businesses use Survey Monkey in this way. See www.surveymonkey.com for their Privacy Policy.

How do we use and disclose personal information?

We may disclose your Personal Information to Roads and Maritime Services (RMS) to advise RMS that you have undertaken heavy vehicle training and assessing and our observations and outcomes. RMS may use and disclose that Personal Information in connection with driver licensing and road safety purposes including to conduct customer satisfaction and/or compliance surveys in relation to the provision of the training courses and assessments. You consent to RMS (or a third party auditor on behalf of RMS) observing your training course and/or assessment for the purposes of conducting performance and quality reviews of the training courses and assessments.

ALLTRUCK DRIVER TRAINING will only use the personal information a client has chosen to provide us for the purpose for which they provided it. ALLTRUCK DRIVER TRAINING will not use it for any other purpose without a client's consent.

ALLTRUCK DRIVER TRAINING will only use or disclose personal information for the purpose which was either specified or reasonably apparent at the time of collection. We may also use or disclose it for any other related purpose for which a client would reasonably expect it to be used. ALLTRUCK DRIVER TRAINING may also use a client's personal information to send marketing or promotional material to them, unless they indicate to us that they do not wish to receive it.

Should third parties be given access to personal information in such a case, ALLTRUCK DRIVER TRAINING requires that our contractors are obliged to keep that personal information confidential and not to use or disclose it for any purpose other than performing services for us or on our behalf.

Website Privacy.

ALLTRUCK DRIVER TRAINING does not require website users or visitors to provide Personally Identifiable Information to view the content in the website or to browse the different sections of the website. ALLTRUCK DRIVER TRAINING may collect from website users or visitors who choose to use the ALLTRUCK DRIVER TRAINING on-line booking or other programs, features or services offered by

ALLTRUCK DRIVER TRAINING. Any information ALLTRUCK DRIVER TRAINING collects is collected for the primary purpose of enabling ALLTRUCK DRIVER TRAINING to provide and enhance the services offered to our users. ALLTRUCK DRIVER TRAINING does not sell or licence the information collected from its websites to third parties.

ALLTRUCK DRIVER TRAINING uses Google Analytics. Google Analytics may record mouse clicks and mouse movements. ALLTRUCK DRIVER TRAINING does not use Google Analytics to collect any personally identifiable information entered in this website. We are using the information collected by Google Analytics to measure the browsing behaviours of the users of the ALLTRUCK DRIVER TRAINING website.

Clients can choose to disable the Service at '<https://tools.google.com/dlpage/gaoptout>'

Client Email Addresses.

ALLTRUCK DRIVER TRAINING will record a clients email address in the event that they send us a message by email, when they book training or if they subscribe to newsletters, competitions and other services through the ALLTRUCK DRIVER TRAINING website or Facebook pages. Registering for notifications may be made initially by email. A clients email address will only be used for the purpose for which they have provided it. We will not use or disclose a clients email address for any other purpose without their consent.

When a client has given ALLTRUCK DRIVER TRAINING permission to receive email communication at the times mentioned above, ALLTRUCK DRIVER TRAINING may send information on training, promotions and communication pieces such as e-newsletters. ALLTRUCK DRIVER TRAINING will not sell, rent, or loan our contact lists or our customer's contact lists (including customer data) to any outside firms unless required specifically to perform the services you have requested. The data will not be used by anyone else for any other purpose. A client has the option to unsubscribe to all email communications. Unsubscribe requests are fulfilled within 24 hours of the request being received. If a client wishes to unsubscribe from email communications, they can contact ALLTRUCK DRIVER TRAINING by phone on 1300521289 or send an email to info@adt.nsw.edu.au.

Data quality.

ALLTRUCK DRIVER TRAINING takes reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

Data Security.

ALLTRUCK DRIVER TRAINING takes reasonable steps to protect clients' personal information from misuse or loss, and from unauthorised access, modification or disclosure. For data backup, ALLTRUCK DRIVER TRAINING only uses the password protected remote server (Cloud) services of Dropbox. See www.dropbox.com for their Privacy Policy. All Computers, Smart phones and Tablets computers used by ALLTRUCK DRIVER TRAINING require password clearance.

Access and correction.

Any client on written request may access the personal information ALLTRUCK DRIVER TRAINING has obtained and currently holds on them. To the extent possible, ALLTRUCK DRIVER TRAINING will let a client access their personal information. However, there are times where the organisation is not in

position to do so (e.g. where it would be unlawful to do so). If ALLTRUCK DRIVER TRAINING denies a client access to this information, then ALLTRUCK DRIVER TRAINING will notify them of this refusal and the basis for it.

ALLTRUCK DRIVER TRAINING endeavours to ensure that personal information held is accurate, complete and up-to-date. Where a client believes that personal information held by the ALLTRUCK DRIVER TRAINING is not accurate, complete or up-to-date, then they are able to advise ALLTRUCK DRIVER TRAINING and every effort will be made to correct the information.

Sharing information with third parties.

As a Registered Training Organisation (RTO), Alltruck Driver Training is required to collect and report data to government agencies or their agents, as part of its registration requirements. Clients are informed of this at enrolment.