



Privacy Policy

College Australia is committed to ensuring the privacy of individual's information. College Australia respects the need for confidentiality of information and provides a secure framework to protect personal details, held by College Australia, from collection of information, use & disclosure, storage, security and accessibility.

The College Australia privacy statement outlines:

- [Why we collect personal information](#)
- [The need to gain consent prior to disclosing information to a third party](#)
- [The privacy of personal information disclosed on the College Australia web site via the Internet](#)
- [The safe keeping of personal information](#)
- [Recourse provided by College Australia to those who feel their privacy has been compromised](#)

1. Collection of personal information

College Australia collects personal information directly from individuals in a number of ways. These may include: application forms, questionnaires, customer feedback forms, e-mail requests, web site requests and sales, telephone, facsimile, correspondence or contact in person.

Personal information collected by College Australia may include: name, address, e-mail address, telephone number, credit card number and expiry date.

2. Use of personal information

Personal information will be used by College Australia under the following conditions:

- College Australia will not use personal information, for any purpose, which is not related to the services or products College Australia provides to individuals. College Australia may use personal information to inform individuals of other College Australia products/services which College Australia feels may be of some interest/benefit to the individual.
- College Australia will not disclose personal information to third parties except where it is required by law.
- College Australia will only disclose personal information with individual's consent.
- College Australia will not disclose personal information to any third party individual or entity for marketing purposes.
- At any time, individuals have the right to request that College Australia remove their personal details from any College Australia marketing activity.

3. Personal information on the College Australia web site

For every visitor to the College Australia web site our web server collects personal information for statistical purposes. Information identified includes the number of users visiting the site, traffic patterns, origin of users and referring sites. This is unidentifiable data and no attempt will be made to identify users or their browsing activities. The information is used to assess our web site performance and to help improve the overall content and layout of the site.

4. Safekeeping of personal information

College Australia takes reasonable steps to ensure that your personal information is accurate, complete and up-to-date whenever information is collected or used. If individual's find that the current personal information that College Australia holds is inaccurate, the individual may approach College Australia and the information will be amended.

- College Australia protects personal information from misuse, loss, unauthorised access, modification and disclosure. Personal information may be stored in either electronic data or hard copy documents.
- Only College Australia authorised users may access personal information and only for approved purposes.
- All College Australia employees are aware of their obligations under the Privacy Act legislation and Real Training Option's own, specific privacy requirements. All College Australia employees sign 'Confidentiality Agreements' as a condition of employment.

5. Concerns and information regarding College Australia privacy

If you believe that your personal information has been compromised in any way, please contact the College Australia Privacy Officer, who will be your first point of contact should a privacy issue arise. Our Privacy Officer will investigate your complaint in complete confidence and make a formal response to you.

If you are dissatisfied with our internal complaint process the complaint will be passed onto the Privacy Commissioner.

If you have any further questions relating to the College Australia Privacy Statement, please do not hesitate to contact us:

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