

## **Privacy Policy**

Look Now Training and its related entities are committed to the protection of personal information as defined under the Privacy Act 1988 and complying with the Australian Privacy Principles (APPs).

This privacy policy ensures that Look Now Training meets its obligations under *Privacy Act 1988*, the Australian Privacy Principles (APPs) and the Vocational Education and Training (VET) Quality Framework. Look Now Training ensures compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Look Now Training recognises the importance of protecting personal information, which it may be required to collect from individuals and organisations who become associated with its business.

By using our products or services, or providing personal information to us, you agree to the collection, use and disclosure of your personal information in accordance with the terms of this Privacy policy.

### **The purposes for which we collect, hold, use and disclose personal information**

We collect personal information from you for purposes including:

- to enable us to provide products and services to you;
- to carry out our functions as a registered training organisation;
- to carry out our functions as a registered higher education provider;
- to send you, or provide information to third parties to enable them to send you, information, offers and promotions about education related products and services that you have consented to receive;
- to administer our database of personal information in order to develop new products and services;
- to improve the quality and quantity of information on our websites; and
- for statistical and marketing analysis and analytics.

### **Examples of information we collect and hold**

Personal information we collect and hold may include, but is not limited to:

- name, gender and date of birth;
- personal and emergency contact details (including address, email address, phone numbers);
- tax file number;
- Unique Student Identifier (USI) number;
- education and training history;
- language;
- reasons for study;
- passport number;

- employment status; and
- work history.

Sensitive personal information that you may consent to provide, or which we are authorised to collect by law could include:

- racial or ethnic origin;
- language and literacy needs;
- membership of a professional or trade association;
- criminal record;
- health information; and
- visa and immigration information and status.

Where we are required to collect sensitive information, we will only do so with your consent and we will only use it for the purposes for which you provided it.

### **How the information is collected**

Personal information is generally collected through our student enrolment or employee recruitment processes.

Where possible your personal information will be collected directly from you via:

- application forms completed at our offices.

Your personal information may also be provided to us by third parties such as service providers, advertisers and publishers. Where we collect information from third parties, we will comply with the relevant laws, including the APPs.

### **How the information is held**

Your information can be stored electronically or in hard copy in storage facilities that are managed either by ourselves or our third-party service providers.

Some data may be stored with third party service providers and contractors in secure electronic data storage facilities overseas.

We may disclose personal information to our wholly owned and controlled overseas subsidiaries located in the Philippines and elsewhere for the purpose of providing you education related products and services.

We will take all reasonable steps including both manual and technical controls and processes to ensure personal information we hold is protected against interference, loss, unauthorised access, use, modification, copying, download or disclosure. All our staff are bound to act in accordance with this Privacy Policy and applicable laws.

Where information held by us is no longer required to be held, we will de-identify or destroy such personal information.

### **How we use and disclose personal information**

By providing personal information to any member of Look Now Training group, you agree to all other Look Now Training group members accessing and using that personal information in order for us to provide our products and services.

We may also disclose personal information to third parties, if appropriate, who provide services on our behalf or where required or authorised by relevant laws and policies to Australian federal and state government agencies and authorities including funding schemes and training programs that we participate.

Our third parties are required to protect your personal information in the same way that we must. We have confidentiality agreements in place with many of our service providers, external agencies, and with staff who handle personal information that we provide to them.

Your personal information will not be otherwise disclosed without your consent unless required or authorised by law or the APPs.

### **How you can access and correct personal information**

We will make personal information that we hold about you available to you for inspection upon your request. There is no charge for you to access personal information that we hold about you. However, we may charge a fee to make a copy. You may contact our Compliance Officer for information on how to access your personal information.

If you consider personal information we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information be amended by contacting the Compliance Officer. Where a record is found to be inaccurate, a correction will be made. Where you request that a record be amended but the record is accurate, the details of the request for amendment will be noted on the record. There is no fee associated with the correction of personal information held by us.

How you can make a complaint

If you have any concerns about our treatment of your personal information, please contact the Privacy Officer at the following.

These Privacy and Personal Information Procedures will be made available to students and persons seeking to enroll with the Look Now Training by publication on the Look Now Training's website ([www.looknowtraining.com.au](http://www.looknowtraining.com.au)). If at any time we change the Privacy Policy, we will post those changes on our website so that you are kept fully informed.

### **Privacy Concerns**

Any concerns about the treatment of personal information should be directed to the General Manager in writing or email as detailed below:

General Manager, Training  
PO Box 5279  
Maroochydore BC QLD 4558

Or emailed to: [info@looknowtraining.com.au](mailto:info@looknowtraining.com.au)