



Lifetime Learners Tutoring

Privacy Statement

Lifetime Learners collects and records personal information, including sensitive information about clients, students and parents or guardians, before and during the course of a student's enrolment at our tuition centres.

Lifetime Learners values the privacy of personal information provided to our organization.

We are bound by the Privacy Act 1988 (CTH), which sets out standards for the collection, use, disclosure and handling of personal information. In accordance with the *Privacy Amendment (Private Sector) Act 2000*, Lifetime Learners has adopted and is bound by the ten (10) National Privacy Principles established by the Federal Privacy Commission and set out in the *Act* – see www.privacy.gov.au.

Lifetime Learners means Lifetime Learners Pty Ltd (ABN 28126 219 761).

This Privacy Statement outlines how we manage personal information. It applies to any personal information you provide to us and any personal information we collect, use, disclose or handle about individuals from other sources.

For any updates to our Privacy Statement please visit our website at www.lifetimelearners.com.au or contact our office.

Why We Collect Personal Information:

We collect personal information either directly from the relevant individuals or indirectly from third parties to offer, provide, manage, administer and maintain the quality of the services and products we are involved in. These include educational assessment and tuition, educational consulting and other forms of education and training services.

If you would like more information on the services and products available, please visit our website or contact our office.

From time to time we may be required to collect personal information to satisfy our legal obligations, for example regarding Public Health or Child Protection Laws.

We also collect personal information to be able to develop and identify products and services that may interest you, conduct market and customer satisfaction research, develop, establish and administer alliances



Head Office: Level 36, 71 Eagle Street, Brisbane, Queensland, 4000;

Postal Address: PO Box 1275, Sunnybank Hills, Queensland, 4109

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and other arrangements with other organizations in relation to the promotion, administration and use of our respective products and services.

The usual type of information collected includes your name, postal or e-mail address, date of birth, workplace, contact details etc. We may also need to collect sensitive information about you in relation to health information, family history and family circumstances, for example matters relating to family law including the custody or protection of children.

If you do not provide the information requested, we or those involved with the provision of the service or product, may not be able to provide the appropriate type or level of service or product.

How We Collect Personal Information:

We collect personal information directly from the individual in most situations, but we may need to collect personal information about an individual from third parties.

For example, a client may provide us with information on themselves and/or the children in their care for the purpose of obtaining our services. In order for us to appropriately service our student's needs we may also need to obtain personal information from schools, other education and training organizations, employers, health care workers and publicly available sources, etc.

Who We Disclose Personal Information To:

We have a duty to maintain the confidentiality of our client's personal information. Our duty of confidentiality applies except where disclosure of personal information is with our client's consent or where we are compelled by law.

With your consent, your personal information may be disclosed by us for administrative and educational purposes to others including, but not limited to:

- Personnel within Lifetime Learners, schools attended by you or your child, medical practitioners, people providing educational services to our centres, for example visiting teachers and consultants;
- Personal information collected from and about students is regularly disclosed to their parents or guardians. On occasions, information such as academic achievements, student activities and news may be published in newsletters, newspapers, magazines, television, radio and on our website. Parents may seek access to personal information collected about them and their son or daughter by contacting our office;
- Students may also seek access to personal information about them;
- Our related companies and alliance partners who may wish to tell you about their services, products or promotional opportunities, which may be to your benefit, unless you tell us not to.
- For educational assessment and tuition services and products, other education and training service providers, government agencies, courts, medical service providers, schools, school systems, other educational institutions, and others involved in the education and training process.

What We Expect of You and Third Parties We Deal With:

When you provide us with personal information about yourself, we rely on you to read the copy of this document that will be given to you at the time that you give us your personal information.



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“Given to you” means that you have been provided with a hard copy of this document or that you have been directed to the electronic copy of this document on our website www.lifetimelearners.com.au.

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purpose we use it for, the types of third parties we disclose it to and how they can access it (as described in this document). If it is sensitive information, we rely on you to have obtained their consent to the above. If you have not done either of these things, you must tell us before you provide the relevant information.

If we give personal information to you, you and your representatives must only use it for the purpose we agreed to. Where relevant you must meet the requirements of the National Privacy Principles set out in the Privacy Act 1988, when collecting, using, disclosing and handling personal information on our behalf. You must also ensure that your agents and employees meet the above requirements.

Security of Your Personal Information:

Your personal information may be stored in hard copy documents, as electronic data, or in our software or systems. We endeavour to protect any personal information that we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure.

For example - We maintain physical security over our paper and electronic data stores and premises, such as locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to computer systems.

Transfer of Information:

We may transfer your personal information to third parties where it is necessary for us to provide our services and products and where you have given us permission to transfer your information to a third party. For example, if you cease to be our client and transfer to another service provider and you give us permission to transfer your information that we hold to the new service provider.

Keeping Information Up to Date and Accessing It:

We take reasonable steps to ensure that your personal information is accurate, complete, and up to date whenever we collect, disclose or use it.

We will, on request, provide you with access to information we hold about you, unless there is an exception which applies under the National Privacy Principles. Things that may affect a right to access information include:

- access would pose a serious threat to the life or health of any individual.
- access would have an unreasonable impact on the privacy of others.
- a frivolous request.
- the information relates to a commercially sensitive decision-making process.



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- access would be unlawful or denying access is required or authorized by law (for example - We have a duty to our clients to keep information confidential and providing information would breach that duty)
- access would prejudice enforcement activities relating to criminal activities and other breaches of law, or orders made by courts of law.
- legal dispute resolution proceedings.

In the event we do not provide you with access to personal information, we will provide you with reasons for refusal and inform you of any exceptions we relied upon.

You can also gain access to information for the purpose of correcting or updating that information.

If you require personal information, contact our office. We will deal with your request within a reasonable time and costs involved with the request may be recovered from you.

Opting Out:

If we send you any information about our services or products, or you do not want us to disclose your personal information to any other organisation (including related bodies corporate) you can opt out by writing to our Privacy Officer confirming you wish to opt out.

How to Contact Us:

If you wish to gain access to your personal information, or you want us to correct or update it, or you have a complaint about a breach of your privacy, or any other query relating to our Privacy Policy, contact our office during normal business hours on: Ph 1300 373 314 or Email: admin@lifetimelearners.com.au

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