

Privacy Policy

This Policy was last reviewed and updated on: **January 2023**

Privacy Policy

Commonsense Safety Training Pty Ltd values and respects the privacy of the people we deal with. Commonsense Safety Training Pty Ltd is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (**Privacy Act**) and other applicable privacy laws and regulations.

This Privacy Policy (**Policy**) describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

What is personal information?

"Personal information" means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- name;
- mailing or street address;
- date of birth;
- email address;
- phone number
- U S I (Unique Student Identifier)

How do we collect your personal information?

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online;
- participate in surveys or questionnaires;
- attend a Commonsense Safety Training Pty Ltd event;
- Request information from us;
- apply for a position with us as an employee, contractor or volunteer;

How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- provide you with information or services that you request from us;
- deliver to you a more personalised experience and service offering;
- improve the quality of the services we offer;
- internal administrative purposes;
- To inform the regulatory bodies who issue or hold information on your training activity

Disclosure of personal information to third parties

We may disclose your personal information to third parties only in accordance with this Policy Federal & State Law in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose your personal information to:

- SafeWork NSW in order that they may issue a TCT card;
- To ASQA (the Federal Regulator) in order that they may record your training records as required for the purpose of recording results relating to your U S I;

We do not disclose your personal information to any other agency

How do we protect your personal information?

Commonsense Safety Training Pty Ltd will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises
- having a robust security measures to protect the databases/records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you;
- having technological measures in place (for example, anti-virus software, fire walls);

Website analytics

Our website uses may record visit information to help us better understand visitor traffic, so we can improve our services. This data is anonymous and not connected to you

Retention of personal information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable State or Federal Laws, for example record-keeping obligations.

How to access and correct your personal information

Commonsense Safety Training Pty Ltd will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and/or correct the personal information we hold about you, you should make a request by contacting us and we will do our best to respond within three days.

Links to third party sites

Commonsense Safety Training Pty Ltd website may contain reference links to websites operated by third parties. If you access a third party website through our website(s), personal information may be collected by that third party website.

We make no representations or warranties in relation to the privacy practices of any third party provider or website and we are not responsible for the privacy policies or the content of any third party provider or website.

Third party providers websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

Inquiries and complaints

For complaints about how Commonsense Safety Training Pty Ltd handles, processes or manages your personal information, please contact us via telephone or email and we will endeavour to rectify your concerns in a speedy manner.

Note: we may require proof of your identity and full details of your request before we can process your complaint. Please allow up to three working days for Commonsense Safety Training Pty Ltd to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction.

If you are not satisfied with Commonsense Safety Training Pty Ltd's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

How to contact us

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email

Info@commonsense.net.au

Contact number

0419 207479

Post

Commonsense Safety Training Pty Ltd
79A Riverview Rd
Earlwood
NSW 2206