

Privacy Policy

Purpose

Nexa Training Pty Ltd, is required under the Privacy Act 1988 (Privacy Act) to protect our customers' personal information from:

- theft
- misuse
- interference
- loss
- unauthorised access
- modification
- disclosure

All of its employees must abide by the Privacy Act 1988 (Commonwealth) and the National Privacy Principles (2008) and by virtue of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (the Australian Privacy Principles) and keep all student information private.

Nexa Training only collects relevant personal information that relates to a student's training and takes all reasonable steps to protect private information from misuse, loss, unauthorised access, modification, or disclosure including restricted access to electronic files, secure storage of paper files, and backup of data.

Scope

Nexa Training's Privacy Policy applies to all its staff and stakeholders.

Policy

What is Personal Information

Personal information relevant to Nexa Training might include the student's:

- Unique Student Identifier Number (USI)
- Address
- Residential, Citizenship and Indigenous status
- Telephone numbers and email address
- Drivers licence number/Passport number
- Assessment results
- File notes
- Bank and Credit Card details
- Signature
- Date of Birth
- Medical records
- Photos and videos
- IP address
- Opinions which can be used to identify them

Why we collect personal information

Generally, Nexa Training Pty Ltd collects personal information in order to properly and efficiently carry out its functions, and only uses personal information for the purposes for which it was given to Nexa Training Pty Ltd and for directly related purposes (unless otherwise required by or authorised under law).

Nexa Training will take all reasonable steps to ensure that any information we hold, use, and where appropriate disclose to others about students is correct in accordance with the details that were provided to us.

All personal information collected by Nexa Training is protected by the Privacy Act 1988. Information on the Commonwealth Privacy Act 1988 can be found on the Federal Privacy Commissioner's website.

INFORMATION WE COLLECT AND HOW WE USE IT

Generally, Nexa Training Pty Ltd collects personal information in order to properly and efficiently carry out its functions, and only uses personal information for the purposes for which it was given to Nexa Training Pty Ltd and for directly related purposes (unless otherwise required by or authorised under law).

In particular, we collect and store information in order to identify a student each time they visit our website to request a service. Their training is tracked and any feedback they provide may be used to improve our services and website.

In addition, to provide some services from Nexa Training Pty Ltd, we may need to know a student's credit card details so that payment can be processed.

COMMUNICATION - EMAILS AND ELECTRONIC FORMS

The Nexa Training Pty Ltd servers may record a student's email address if they send us a message online. Their email address will not be added to a mailing list, unless they have provided it to us in order to subscribe to one of the Nexa Training Pty Ltd subscription services.

Where a student chooses to send us a completed electronic form (for example, when they register as a user on the website (www.nexatraining.au) that includes their personal details, we collect personally identifiable information, such as name, date of birth and email address.

The information collected by email or electronic forms will be used only for the purpose for which they provided it, and we will not disclose it unless one of the circumstances described below under the heading "Information Sharing" has been satisfied.

LOG INFORMATION (BROWSING)

When a student accesses Nexa Training's online services, the website (www.nexatraining.au) servers automatically record information that their browser sends whenever they visit a website. These server logs may include information such as the server address, the top level domain name (for example, .com, .gov, .au, .uk, etc), the date and time of visit to the site, the pages accessed and documents viewed, the previous sites visited, and the browser type, browser language, and one or more cookies that may uniquely identify their browser.

COOKIES

A cookie is a small file containing a string of characters to your computer that uniquely identifies a student's browser. It is information that their web browser sends back to our web site server whenever they visit it again. We use cookies to 'remember' their browser between page visits. In this situation, if they log into the website (www.nexatraining.au) the cookie will store the user credentials.

ACCESS AND ALTERATION OF RECORDS CONTAINING PERSONAL INFORMATION

If a student provides personal information in relation to the website (www.nexatraining.au) online services, Nexa Training Pty Ltd will allow access to their personal information and we will correct personal information if it is inaccurate (subject to restrictions on such access/alteration of records under the applicable provisions of any law of the Commonwealth).

The Freedom of Information Act 1982 also provides students with an opportunity to request access to documents in the possession of Nexa Training Pty Ltd.

INFORMATION SHARING

Nexa Training Pty Ltd only discloses personal information to third parties in the following circumstances:

- Where a student is reasonably likely to have been aware, or made aware by way of a privacy notice, that their personal information is usually passed to the relevant parties.
- Where a student has consented.
- Where we believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to a student's life or health or that of another person.
- Where the disclosure is required or authorized by or under law, or
- Where the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

INFORMATION SECURITY

Nexa Training Pty Ltd takes all reasonable steps to protect the personal information that we hold against loss, against unauthorised access, use, modification or disclosure and against other misuse.

DATA INTEGRITY

Nexa Training Pty Ltd takes reasonable steps to make sure that the personal information we collect and store is accurate, relevant, up to date, complete and not misleading.

ENFORCEMENT

All questions/complaints about privacy, confidentiality or access to personal information, can be made by contacting Nexa Training Pty Ltd's Privacy Contact Officer by writing to:

Chief Executive Officer

Nexa Training Pty Ltd

Unit 1, 11 Buchanan Road Banyo QLD 4014

MORE INFORMATION AND CHANGES TO THIS POLICY

More information on our Privacy Policy can be found in our Student Handbook.

Please note that this Privacy Policy may change from time to time.

Relevant Legislation

- Information Privacy Act 2009 (Qld)
- Privacy Act 1988 (Cth)
- Australian Privacy Principles