

## Privacy Policy

Protecting your privacy and personal information is important to Expert Driver Training Pty Ltd ABN 42 594 638 607.

This Privacy Policy provides information about the personal information that we collect, and the ways in which we use, disclose and store the personal information that you provide to us. This Privacy Policy is in accordance with the Privacy Act 1988 (Cth) ("the Privacy Act").

Please read this Privacy Policy before you provide any personal information to us. Your use of this website constitutes an acknowledgement that you have been made aware of our Privacy Policy.

### Personal information Collected

In accordance with the Privacy Act, we may collect the following kinds of personal information:

- information that you provide for the purpose of an enquiry or booking a service with us (this may include name, email address, telephone number, postal address; and
- any other personal information that you provide to us.

We may collect personal information from you when you:

- book a service via our website;
- enquire about a product or service via our website;
- deal with us over the telephone;
- email or write to us; and
- have contact with us in person.

You do not need to provide any information to us unless you elect to do so. However, if you choose not to provide certain types of personal information, we may not be able to provide the required services.

### Using and disclosing personal information

We use the personal information you provide only for purposes consistent with the reason you provided it, or for a directly related purpose.

We may use your personal information to:

- provide you with goods and services;

- send you marketing communications if you have consented to this (you can advise us at any time if you decide not to receive marketing communications);
- contact you to assist us to improve our products and services (eg surveys); and
- administer this website.

In addition to the disclosures reasonably necessary for the purposes identified above, we may also disclose your personal information:

- if you have consented to that disclosure (for example at the time you provided to us your personal information); or
- to the extent that we are required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend our legal rights.

We will not sell, rent or trade your personal information to or with third parties.

### **Securing your personal information**

We will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide electronically on our secure services.

We control access to information and transmission of information through the use of pre-authorized user accounts with restricted access privileges. However, the transmission of information via the Internet is not completely secure and prone to error. We will do our best to protect your personal information. We cannot guarantee the accuracy or security of your personal information; any transmission is at your own risk. Once we receive your information, we will use our best endeavors to use security features to try to prevent unauthorised access.

### **Cookies**

This website uses cookies to support administrative and content management functions and to store viewing preferences for website areas where website content display can be customised. However, no personal information is collected.

When you visit this website, we compile data that records and logs your visit with the following information collected strictly for statistical purposes only.

- User's server address.
- Date and time of the visit to the site.
- Pages accessed and documents downloaded.
- Type of browser used.

This information is analysed regularly to determine the website's usage statistics. No attempt will be made to identify users.

**Other websites**

We may provide hyperlinks or pointers to other websites maintained by third parties. The links to third party websites are provided for your convenience and information only. The content in any linked website is not under our control so we are not responsible for the content, including any further links in a third party site. If you decide to access any of the third party sites linked to this website, you do this entirely at your own risk.

**Website content is for your convenience and information only**

This website is provided to you without charge as a convenience and for your information only. By providing access to our website content, we do not warrant or represent, and you should not assume, that the content on this website includes all information pertaining to us or that such content represents the most current and up-to-date information that is publicly available with respect to us.

**Accessing the personal information which we have collected about you**

You may request at any time to access any personal information which we may have about you by contacting us. We will provide you with the information you have requested (if required to under the Privacy Act) provided that you have:

- provided sufficient proof of identity; and
- in the case of unusual or particularly onerous requests, you have paid us a reasonable access fee as requested by us.

If the information we previously collected from you is out of date or incorrect, you can contact us and we will correct it.

**Updating this Privacy Policy**

We may update this Privacy Policy by posting a new version on this website. You should check this website occasionally to ensure you are familiar with any changes.

**Further information/complaints**

If you would like any further information or wish to make a complaint, please contact our Privacy Officer. We will respond to any complaint as soon as possible but within 15 working days to let you know who is responsible for managing your complaint. We will try and resolve your complaint within 25 working days but if this is not possible we will let you know.

Our Privacy Officer can be contacted at:

**Expert Driver Training**

**1 Moreton Crescent**

**Claremont**

**Tasmania 7011**

**Phone: +61 424 454 338**

**Email: [bookings@expertdrivertraining.com.au](mailto:bookings@expertdrivertraining.com.au)**