



PRIVACY POLICY

Your Privacy is important to us at Distinctive Training Services and we are committed to protecting the privacy of your personal information. This policy explains:

- how we collect, use and disclose information about our clients (and their employees) and suppliers (and their employees);
- how we comply with our obligations under the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles set out in that Act; and
- how to contact us if you have any questions about the management of your personal information or would like to access the personal information, we hold about you.

We may amend this policy at any time by posting the updated version on our website.

Distinctive Training Services is not responsible for the privacy practices of sites that are linked to our website via hyperlinks, banner advertising or otherwise.

WHAT INFORMATION DO WE COLLECT?

We only collect information that is reasonably necessary for one or more of our functions or activities. Generally, the information we collect about clients includes your name, mailing and/or physical address, delivery address, phone number, payment, credit and billing information, and e-mail addresses and the details of your employees attending our workshops. When you visit our website, we may also collect information about your computer, including your IP address.

We also collect information about your use of our website using cookies. You can choose to decline cookies, but if you do so, you may not be able to fully experience our online interactive features.

We may also collect additional information about customers, including purchase history, location and preferences, either directly, or through third party analytics tools, or our business partners.

HOW WE COLLECT AND HOLD INFORMATION

Distinctive Training Services collects personal information only by lawful and fair means. Where it is reasonable and practicable to do so, we collect your personal information from you directly when you purchase services from us, provide your details to us at an industry event, or enter into other arrangements with us, provide feedback/complaints to us.

By providing your personal information to us, you confirm that you have reviewed this Privacy Policy and consent to the collection and use of your personal information as specified.

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. Your personal information is stored on password protected servers.

Personal information is de-identified or destroyed securely when no longer required by us.

WHY WE COLLECT AND HOLD AND HOW WE USE INFORMATION

We collect, hold and use your information to:

- administer, deliver, sell, improve and personalise our products and services;
- open trading accounts, and process payments;
- better understand our client's requirements and preferences, conduct product and market research, personalise and improve our service offering and to provide offers that are of greater interest or benefit to you;
- to communicate with you, responding to your feedback, queries and complaints; and notifying you of our activities;
- undertake and administer functions, surveys, promotions, competitions, events, marketing activities, direct marketing, database compilation, analysis of trends and demographics and other marketing or promotional activities;
- administer our website;
- protect against fraud and theft;
- complete transactions with you;
- recruit and assess future employees; and
- maintain and update our records.

From time to time, we may also use your personal information to send you targeted news, offers and promotions of our products and services. If you do not wish to receive these communications, you can opt-out by contacting us at the address on our website.

HOW WE DISCLOSE YOUR INFORMATION

We do not disclose personal information to third parties unless we are permitted to do so by law, or you have given us your consent to do so. Third parties we may disclose personal information to include:

- our advisers (including our accountants, auditors and lawyers);
- our service providers, including IT service providers, web-hosting organisations, delivery companies, other companies who are responsible for parts of our product or service delivery;
- suppliers;
- government agencies; and
- third parties if required by law or legal process.

ACCESSING AND CORRECTING YOUR INFORMATION AND QUESTIONS

You can request access to your information or that your information be corrected by contacting Distinctive Training Services on our website.

If you have a question about our Privacy Policy or wish to make a complaint about the way we have collected, used, held or disclosed your personal information, please contact us. We may need to contact you for further details.

If you wish to make a formal complaint, please make your complaint in writing through our website. We will consider your complaint promptly and contact you to seek to resolve the matter. If we have not responded to you within a reasonable time, you are entitled under the Privacy Act to make a complaint to the Office of the Australian Information Commissioner.

CONTACT

Distinctive Training Services

Website: www.distinctivetrainingservices.com.au

Email: info@distinctivetrainingservices.com.au

Phone: 0434 540 548

Office of the Australian Information Commissioner

Website: www.oaic.gov.au

Phone: 1300 363 992