

Warner Institute respects and is committed to protecting your privacy. We are bound by the Privacy Act 1988 and will protect your personal information in accordance with the Australian Privacy Principles.

We are also bound by the Victorian Privacy and Data Protection Act 2014 (Vic), Information Privacy Act 2000 (Vic) and Freedom of Information Act 1982 (Vic)

These Acts and principles govern how we can collect, use, hold and disclose your personal information.

This privacy policy explains how we manage your personal information.

- When we collect your information, if appropriate, we will tell you why we are collecting it and how we plan to use it. Generally, we only collect information to provide a specific service.
- We collect most information directly from you. We may also collect information from you electronically, for instance, when you visit our website.
- We usually collect information such as your name, address, telephone number, and credit card details. We use this information to provide our services to you, to fulfil administrative and compliance functions associated with these services, to comply with legislative and regulatory requirements, to enter into contracts with you and for marketing and client relationship purposes.
- Sometimes we collect personal information about you from other people or organisations. For instance, for new employees we may contact your references from previous jobs, or for suppliers we may check publicly available sources of information for verification purposes, such as the ABN register.
- Where we are required to collect sensitive information, we will seek your consent to collect.
- Under the Privacy Act, Warner Institute may disclose your information to third parties to help us to provide our services to you. For example, we may share some of your personal information with our payment system operators, our superannuation clearing house, our external accountant/auditors and regulatory bodies. If we do this we require these parties to protect your information in the same way we do.
- We may use your personal information to offer you products and services we believe may interest you, but will not do so if you tell us not to.
- We use a variety of physical and electronic security measures including physical access to our offices, firewalls and secure systems to keep personal information secure from unauthorized use, loss or disclosure.
- Employees are bound by confidentiality agreements to keep information secure and we regularly monitor our compliance requirements and amend our internal policies accordingly. We take reasonable steps to destroy personal information after it can no longer be used.
- You have a right of access to personal information we hold about you in certain circumstances and you can ask for corrections to be made. There is no fee for requesting that your personal information is corrected or for us to make corrections.

- If you are concerned about how your personal information is being handled or if you would like to make a complaint, please contact our Privacy manager. We aim to resolve complaints as quickly as possible.
- We may change the way we handle personal information from time to time to keep up to date with new legislation, for continuous improvement purposes or for any other reason. If we do so, we will update this Privacy Policy.

If you would like more information about our approach to privacy please either contact our Privacy Manager;

Eleni Kallianiotis

T: 03 9555 9100

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E: eleni@warnersinstitute.com.au.

Note: We are also bound by the record retention requirements as prescribed by the Public Records Act 1973 and other legislation specific to Registered Training Organisations. To understand our record retention requirements that impact on the information we collect, please refer to our PPE 025 Records Management Policy.