

Privacy policy

Policy purpose	To ensure Leg Up Learning (LUL) meets legislative requirements and takes a responsible approach to the handling of any personal information it collects.
Scope	This policy applies to all work practices, products and work locations at LUL and in particular to information collected via the LUL website and their third party Learning Management System (LMS).
Responsibility	The executive is responsible for the regular review and updating of this document.
Definitions	<p>Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not. <p>Common examples of personal information collected by LUL include name, phone number and email address.</p> <p>Sensitive information means:</p> <ul style="list-style-type: none"> (a) information or an opinion about an individual's racial or ethnic origin; or political opinions; or membership of a political association; or religious beliefs or affiliations; or philosophical beliefs; or membership of a professional or trade association; or membership of a trade union; or sexual orientation or practices; or criminal record; that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or (e) biometric templates.
Related documents	Nil
Relevant legislation	Privacy Act 1988 (Cth)
Policy detail	
<p>1. General policy</p> <p>This policy sets out how Leg Up Learning ABN 77 168 472 017 (LUL) collects personal information. It also describes how LUL holds, uses and discloses personal information. LUL respects the privacy of individuals.</p> <p>This policy governs LUL's collection, storage, use and disclosure of personal information. By visiting LUL's website or providing LUL with your personal information, you consent to your personal information being collected, stored, used and disclosed as set out in this policy.</p> <p>2. Types of personal information collected</p> <p>The personal information which LUL collects and holds will depend on the nature of your interaction with us but generally includes your name, contact details (such as your phone number, address and email address). It may also include credit card details if you are purchasing a product or information from your résumé if we require these details for an event or for responding to a job application. We will ordinarily identify at the time of collecting your personal information which elements we require to facilitate your interaction with LUL.</p> <p>You may be able to deal with LUL without identifying yourself (ie anonymously or by using a pseudonym) in certain circumstances, such as when you make a general enquiry about LUL or its programs. If you</p>	

wish to do so, please contact us to find out if this is practicable in your circumstances.

You do not have to provide your personal information to LUL but, if you do not provide the information requested, LUL may not be able to provide you with its products and services.

3. Method of collection of personal information

LUL generally only collects personal information if you choose to provide it yourself, for example in person, over the telephone, by post or email, via LUL's website or by completing online or hard copy forms.

4. Purposes for holding and using personal information

LUL uses the personal information that it collects for the purposes for which it was provided to LUL, to carry out LUL's business purposes (which are detailed generally on LUL's website, www.leguplearning.com.au), to fulfil its legal obligations, other related purposes or as permitted or required by law. Where LUL documents request personal information, LUL will state the general purposes for its use and to whom it may be disclosed, and the main consequences, if any, if the information is not provided. LUL's general purposes may include:

- (a) providing products and services that you have requested and responding to your enquiries; and
- (b) seeking feedback on our products and services.

5. Disclosure of personal information

Generally, LUL will obtain consent before it discloses any personal information other than as specified in this policy. Such consent may be given expressly or it may be implied by conduct.

Depending on the product or service, your personal information may be disclosed to:

- (a) LUL's related entities and representatives for the purpose of LUL's business only;
- (b) external service providers (on a confidential basis and such service providers will be limited in their use of the information to the purpose of LUL's business only). In particular, LUL uses an LMS operated by a third party, see their Privacy Policy at www.talentlms.com/privacy;
- (c) specialist advisers to LUL who have been engaged to provide LUL with legal, administrative, financial, insurance, research, marketing or other services; and
- (d) any other person authorised, implicitly or expressly, when the personal information is provided to or collected by LUL.

6. Security of personal information

LUL takes reasonable steps to protect personal information it holds from misuse, loss and interference and from unauthorised access, modification or disclosure.

LUL will take reasonable steps to destroy or permanently de-identify personal information it holds if it is no longer needed for LUL's business purposes and it is permissible by law to do so.

7. Sensitive information

LUL does not generally collect any sensitive information as that term is used in the privacy legislation. LUL will only collect sensitive information where required by law or with consent. If LUL holds any sensitive personal information, that information will only be used and disclosed by LUL for the purpose for which it was provided. If LUL asks for sensitive information, LUL will explain the reason for this.

8. Access to personal information

A person may request access to personal information that LUL holds about them by contacting LUL using the contact details below. LUL will process such requests within a reasonable time and may charge a fee for providing access to cover the costs of verifying the application and retrieving the information requested. If LUL denies an access request, it will provide reasons for doing so.

9. Correction of personal information

LUL will take reasonable steps to ensure the personal information it holds is accurate, complete and up to date. LUL should be promptly notified if there are any changes to an individual's personal information by contacting LUL using the contact details below. A person may ask LUL at any time to correct personal information held by it about them. On request, LUL will take reasonable steps to correct the information so that it is accurate, complete and up to date, or will provide reasons for not doing so.

10. How to make a complaint

If you wish to make a complaint about a breach of this policy or the privacy principles of the Privacy Act 1988 (Cth) you can contact LUL using the contact details provided on our website. You will need to provide sufficient details regarding your complaint as well as any supporting evidence and information.

LUL will refer your complaint to its Privacy Officer who will investigate the issue and determine the steps that LUL will undertake to resolve your complaint. LUL will contact you if it requires any further information from you and will notify you in writing of the outcome of the investigation. If you are not satisfied with LUL's determination, you can contact LUL to discuss your concerns or contact the Australian Privacy Commissioner via www.oaic.gov.au.

11. Changes to this policy

LUL may amend this policy from time to time, and the amended policy will be published on LUL's website. Please review LUL's website periodically for changes to this policy. Your continued use of LUL's website or services or provision of further personal information to LUL once this policy has been amended constitutes your acceptance of the amended policy.