



# Privacy Policy

*Latest update: 13 January 2022*

# PRIVACY POLICY



is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)

## Introduction

If you would like a printed version of this policy, you can print this page using your browser, or contact us for a copy.

If you have any questions not addressed in this policy, please feel free to contact us using the methods at the end of this policy under the heading “How to contact us”.

## What is Personal Information?

Personal Information is information or an opinion that identifies an individual.

Personal Information is obtained in many ways often including but not limited to:

- **interviews,**
- **correspondence,**
- **by telephone and facsimile,**
- **by email,**
- **via our website <https://www.skillsmart.net.au>**

- **from your website,**
- **from media and publications,**
- **from other publicly available sources,**
- **from cookies,**
- **third parties; and**
- **other**

We don't guarantee website links or policy of authorised third parties. Also, we are not responsible for the privacy policies of those other websites. We recommend you review the privacy policies of each site you visit.

## Why do we collect it?

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

We may also indirectly collect your personal information from **third parties** we partner with, such as marketing agencies or other referral businesses.

## Storage Of Personal Information



primarily stores your personal information electronically but may also hold on to some details in hardcopy for administration purposes. We use third party storage solutions (including cloud storage), and these solutions can result in information originally provided separately being combined together into single records. Some of the third parties are located in Australia.

## Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For providing the service for which it was obtained.
- For a complying with the law, or communicating with you.
- With your consent; or where required or authorised by law.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of seven (7) years.

We use [the Cynch Cyber Fitness platform](#) to strengthen the cyber security of our business . You can find more information about Cynch and programs provided by them [here](#).

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

We will take reasonable steps to ensure that the personal information we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly. Where your information has been disclosed to a third party, SkillSmart Careers will take reasonable steps to notify the third party of the correction. Where we are unable to update your information, explanation in writing will be provided as to why the information cannot be corrected.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. We encourage you to periodically review this page for the latest information on our privacy practices. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## Policy Updates

This Policy may change from time to time and is available on our website.

**Last updated:** 13 January 2022

## Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

**Janene Piip**

**hello@skillsmart.net.au**

**PO Box 2614, Port Lincoln SA 5606**

**+61 488 428 824**

Upon receiving your request, our Privacy Officer will work with you towards a resolution.