

# Privacy Policy

**Last updated: September 2014**

## **Our Commitment:**

*Train to Speak* is committed to maintaining the privacy of any personal information that we hold and to meeting our obligations to our customers under the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). This Privacy Policy sets out further details about the way we do this.

## **Purpose of collecting personal details:**

Your details may be collected for the purposes of:

- Delivering the services of *Train to Speak*;
- Developing an understanding of your background, experience, and improvement goals;
- Customising training to suit your needs;
- Receiving feedback for the continual improvement of *Train to Speak* services;
- Promoting *Train to Speak* and its training programs;
- Completing market research to better understand the needs of participants as a whole.

## **Who may we disclose information to?**

*As required by law:*

We may be required by law to disclose your personal information, for example as required by a court order.

*Service development:*

In order to meet your needs and to provide our services, we may need to disclose personal information to external contractors, who are directly engaged by *Train to Speak* for the purpose of assisting with the delivery of training. Such service providers are also bound by the Australian Privacy Principles.

### *Market research and marketing:*

We may also provide some information to third parties to undertake research on our behalf. For example, we may undertake client satisfaction surveys or other research. These third parties must return to us, destroy or retain all records of this information in accordance with privacy laws. We retain ownership of this information at all times.

### **Opting out:**

You have the right to opt out of participating in market research or receiving *Train to Speak* promotional material at any time by sending an email to [elaine@publicspeakingtraining.biz](mailto:elaine@publicspeakingtraining.biz)

You may also decline disclosure of personal information to third party contractors. However, this may result in *Train to Speak* not being able to provide you with the services requested or purchased.

### **Access to and correction of personal information:**

You may request access to any of your personal information held by *Train to Speak*. Generally, if it is incorrect, we will amend it at your request. However, this is subject to some exceptions allowed by law. If access is denied or we are of the opinion that no correction is required, we will provide you with reasons.

A request to access or amend personal details can be made by emailing [elaine@publicspeakingtraining.biz](mailto:elaine@publicspeakingtraining.biz)

### **Complaints:**

*Train to Speak* treats any complaints about our handling of personal information seriously. We will fully investigate any complaint you lodge with us and seek to provide a response as soon as practicable and, in general, no later than 30 days after the receipt of the initial complaint.

If you are not satisfied with the outcome of your complaint you may refer the matter to the Office of the Australian Information Commissioner. We will provide you with further details when we respond to your complaint.

***Special note in relation to production of film and recording.***

We will not record and use photographic images (moving and still) and audio of participants unless and until we obtain authorisation and consent from the participants.

***Withdrawal of consent:***

Participants may withdraw their consent in certain circumstances. But the participants may be liable for any wasted and/or additional costs incurred by us. Proper and adequate notice/request must be provided to us by email to [elaine@publicspeakingtraining.biz](mailto:elaine@publicspeakingtraining.biz).

Where recordings have been re-used or are in the public domain, withdrawal of consent may not be possible.

**Contact us:**

If you have any questions relating to this Privacy Policy, please contact us at [elaine@publicspeakingtraining.biz](mailto:elaine@publicspeakingtraining.biz).