

This Privacy Policy explains how **Online Safety Induction and Training** ("we", "us", "our") collects, stores, uses, and discloses personal information when you access our website, purchase online training courses, or use our learning platform ("Services").

We are committed to protecting your privacy and handling personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By using our Services, you agree to the terms of this Privacy Policy.

## 1. What Personal Information We Collect

We may collect the following types of personal information:

### 1.1 Identity and Contact Information

- Full name
- Email address
- Phone number
- Postal or billing address
- Organisation name (where relevant)

### 1.2 Course and Account Information

- Usernames and login credentials
- Courses purchased or assigned
- Assessment results and course progress
- Certificates issued
- Training history

### 1.3 Payment Information

We do **not** store full payment card details.

Payment processing is handled by third-party providers such as Stripe or PayPal, who manage card data securely.

### 1.4 Technical Information

- IP address
- Browser type
- Device type
- Access logs
- Cookies and analytics data
- LMS interaction data (e.g., modules viewed, time spent, quiz attempts)

### 1.5 Optional Information

- Feedback, survey responses, or support requests
- Communication preferences

## 2. How We Collect Personal Information

We collect personal information when:

- You purchase a course
- You create or access an account
- Your employer enrolls you in a course
- You submit forms or contact us
- You interact with our LMS
- You respond to surveys or provide feedback
- You visit our website (cookies, analytics)

We may also receive information from third-party platforms (e.g., corporate LMS, eLearning integrations) where consent is implied through organisational use.



# Privacy Policy

### 3. Why We Collect Personal Information

We collect personal information for the following purposes:

- To create and manage your user account
- To process orders and payments
- To deliver online courses and track training progress
- To issue certificates of completion
- To provide customer support and technical assistance
- To verify identity for compliance purposes
- To improve our training content, website, and user experience
- To meet legal obligations
- To communicate updates, receipts, or important account information

We only collect information reasonably necessary for delivering our Services.

### 4. How We Use Personal Information

Your information may be used to:

- Provide access to online learning modules
- Track progress and assessment outcomes
- Generate training reports (for you or your employer)
- Contact you about support issues or account changes
- Send important course notifications
- Provide receipts or confirmation emails
- Improve our platform through analytics
- Comply with the law or respond to lawful requests

Marketing communications will only be sent if you have opted in, and you may unsubscribe at any time.

### 5. Disclosure of Personal Information

We may disclose your personal information to:

#### 5.1 Third-Party Service Providers

Including:

- Learning management system (LMS) providers
- Payment processors
- Email and communication platforms
- IT support and hosting providers
- Data analytics services

These providers are required to protect your information and use it only for the purpose supplied.

#### 5.2 Your Employer or Organisation

If your course was purchased or assigned by your employer, we may provide training results, progress, certificates, and usage reports as part of their training compliance obligations.

#### 5.3 Legal or Regulatory Authorities

Where required by law, court order, or enforcement request.

We **do not** sell, rent, or trade personal information.

### 6. Storage and Security

We take reasonable steps to protect personal information from:

- Unauthorised access
- Loss or theft
- Misuse or interference
- Modification or disclosure

# Privacy Policy

Security measures may include encryption, secure server hosting, restricted access, password protection, and mandatory confidentiality agreements with service providers.

If a data breach occurs that is likely to cause serious harm, we will comply with the **Notifiable Data Breaches (NDB) Scheme** under the Privacy Act.

## 7. Overseas Disclosure

Some service providers (e.g., cloud hosting, LMS, email platforms) may store data on servers located outside Australia.

Where this occurs, we take reasonable steps to ensure these providers meet privacy standards comparable to the Australian Privacy Principles.

## 8. Access to and Correction of Personal Information

You have the right to:

- Request access to your personal information
- Request correction of inaccurate, incomplete, or out-of-date information

Requests can be made by contacting us using the details at the end of this Policy. We will respond within a reasonable timeframe.

## 9. Retention of Personal Information

We retain personal information only as long as necessary for:

- Providing services
- Meeting legal, tax, or compliance requirements
- Supporting training records for employers (where applicable)

When no longer required, information will be securely deleted or de-identified.

## 10. Cookies and Analytics

Our website and LMS use cookies and analytics tools to:

- Improve user experience
- Track usage patterns
- Analyse engagement with courses
- Provide personalised content

You can adjust your browser settings to refuse cookies, though some features may not function correctly.

## 11. Direct Marketing

We may send marketing emails about new courses, updates, or offers **only if you have opted in**.

You can opt out at any time by clicking “unsubscribe” or contacting us.

## 12. Complaints About Privacy

If you believe your privacy has been breached, you may lodge a complaint with us.

We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our handling of your complaint, you may contact:

**Office of the Australian Information Commissioner (OAIC)**

[www.oaic.gov.au](http://www.oaic.gov.au) | 1300 363 992

## 13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect:

- Legal changes
- Platform updates
- Operational changes



# Privacy Policy

The updated version will be published on our website. Continued use of our Services constitutes acceptance of any changes.

## **14. Contact Us**

For questions, corrections, or privacy concerns, contact:

**Online Safety Induction and Training**

**Email:** sales@osiat.com.au

**Phone:** 1300 610 898

**Business Address:** Suite 535, 1 Queens Road, Melbourne VIC 3004