



Aurora
TRAINING INSTITUTE

PRIVACY POLICY

INTRODUCTION

Aurora Training Institute regards customer privacy as an important part of our relationship with our customers.

The following privacy policy applies to all Aurora Training Institute users, and conforms to internet privacy standards.

If you have questions or concerns regarding this statement, please first contact a member of our administration team on (07) 5522 0411.

COLLECTION OF INFORMATION

In order to use the Aurora Training Institute website or purchase a service from us, we may require personally identifiable information from you in order to provide the best service possible. You may be required to provide contact information (such as name, email, date of birth, postal address etc.) and financial information (such as credit card number, expiration date etc.).

All correspondence, including emails, may also be collected and stored, particularly in regard to sales, support, accounts, educational informational including results and assessments that are related to educational training. Where required, some information is scanned and stored such as educational results, identification documents etc.

Any information collected by Aurora Training Institute is collected via correspondence from you or your company and is received by telephone, email, mail, facsimile or through our website. Information can be provided in a number of ways, (but is not limited to) such as:

- Direct from the student in their application
- From third parties such as the Department of Education
- Feedback survey forms

USE OF COLLECTED INFORMATION

Any details collected from Aurora Training Institute customers is required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:

- Determine whether we can provide suitable training
- Manage administration of training and services
- Communicate in the case of an emergency
- Reporting to government agencies and other regulating bodies, funding or industry bodies as required

STORAGE OF COLLECTED INFORMATION

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. Records are destroyed after the required retention period. Where required by law, some records are retained for up to 30 years in relation to student training outcomes.

When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When credit card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete credit card details.

If you have any questions about security, please email us at admin@aurora.edu.au

ACCESS TO COLLECTED INFORMATION

Clients have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at admin@aurora.edu.au

COMMUNICATIONS

Aurora Training Institute uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. Aurora Training Institute may from time to time, provide clients with information about new courses available to them. If at any time a customer does not wish to receive marketing information, they can request to be removed from any mailing lists by emailing us at admin@aurora.edu.au.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that third party.

THIRD PARTIES

Aurora Training Institute may, at its discretion, be required to verify information from a third party to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. Aurora Training Institute does not share any information with third parties for any unknown or unrelated uses. Third parties that the information is sourced and/or verified from, (but is not limited to) can include:

- Schools or other RTO's in relation to previous qualifications
- Employers on workplace performance (for trainees / apprentices)
- Job networks
- Government departments such as the Department of Education

We do not disclose personal information to overseas third party recipients.

LEGAL

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

LINKS

Links on the Aurora Training Institute site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.aurora.edu.au

COMPLAINTS PROCESS

Should an individual wish to make a formal complaint in regards to our privacy policy, please email us directly at admin@aurora.edu.au.

CHANGES TO THE PRIVACY POLICY

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, how we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.