

VIA Privacy Policy

Privacy Policy, Legal Notice & Disclaimer

Victorian International Academy and Salon ('VIA') aims to provide its members with the best possible products and service. To achieve this, we aim to make efficient use of the personal information we collect from our clients and students.

We also want our clients and students to have confidence that in handling personal information, we afford that information an appropriate level of privacy, consistent with the National Privacy Principles.

This statement sets out our policy for dealing with your personal information

Personal Information

is any information about you that identifies you, or by which your identity can reasonably be ascertained.

Why personal information is collected by VIA:

VIA collects personal information from its clients, students and suppliers, for purposes relating to the products and services it offers. Those purposes include:

- responding to enquiries regarding services and programs we offer
- receiving feedback and dealing with complaints
- processing enrolments and orders and administering accounts
- providing student and client support
- marketing and promotional activities
- product development and market research
- meeting our regulatory and legal obligations.

In providing you with a product or service, we may sometimes need to disclose your personal information to others. It is generally our policy not to disclose information to external organisations, however, examples of the types of organisations we may need to disclose information to in the course of providing a product or service are:

- VIA is required to provide the Department of Education and Training with student and training activities in accordance with the Victorian VET Student Collection Guidelines:
<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>
 - for information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>
 - for information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>
- coaching companies when asked by you for additional coaching services
- a person outside VIA who is contracted to us to provide a particular service on our behalf.

Some examples of the kinds of organisations with which we contract are

- payment facilities as connected to our website;
- mailing houses for bulk mailing of letters and notices;
- printers for marketing material;
- information technology service providers; and
- accountants, lawyers and other service providers.

Those contracted parties are not authorised by us to use personal information for anything other than the purpose for which we supplied that information to them.

We may also disclose personal information where the individual consents to us doing so. That consent may be written, verbal or implied from your conduct.

Direct Marketing

From time to time, we may use personal information to inform our members about our products and services, or about special offers and promotions that we think may be of interest to you. We will generally give you the opportunity to express a wish not to receive direct marketing communications. You can let us know at any time if you no longer wish to receive marketing material (or use the unsubscribe functionality on the email communication) and we will remove your details from our direct marketing database.

VIA does not disclose personal information to organisations outside VIA and its related companies for the purposes of allowing them to direct market their products.

If the law requires us to provide you with information about our students, products or services, we will provide that information even if you have elected not to receive information about our products and services generally.

Security of personal information is important to us and we take all reasonable precautions to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Some of the ways we protect personal information include:

- external and internal premises security;
- restricting access to personal information only to staff who need it to perform their day to day functions;
- maintaining technology products to prevent unauthorised computer access or damage to electronically stored information, such as requiring identifiers and passwords, firewalls and anti-virus software; and
- maintaining physical security over paper records.

If you believe that the privacy of your personal information has been compromised, please let us know. You can make a complaint by contacting the person you were dealing with or by calling 03 94164558, completing a Complaints Form (<http://victorianacademy.com.au/policies-and-forms/>) or speaking to the CEO of VIA. We will respond to complaints promptly.

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