



PRIVACY POLICY

The Customer Service Institute of Australia (CSIA) and VETASSESS respects important pillars impacting our customers:

1. security,
2. privacy and
3. service.

Individually all are important in protecting your rights and privileges. We respect your privacy and your right to know how your personal and health information is being used. We are sensitive to the concerns that our customers and users may have in relation to the confidentiality, security and use of their personal and health information.

“CSIA” means Customer Service Institute of Australia (ABN 31 609 812 919) and its related companies.

“VETASSESS” is a brand of Bendigo Kangan Institute trading as VETASSESS (ABN 74 802 942 886).

This statement has been prepared in compliance with the National Privacy Principles as outlined in the Privacy Amendment (Private Sector) Act 2000. The principles can be viewed at the Office of the Federal Privacy Commissioner at www.privacy.gov.au

This statement applies to personal and health information you provide to us in whatever manner you deal with us. Your rights set out in this privacy statement are additional to any other rights you may have. Nothing in this statement should be read as an attempt to restrict or exclude any right that you are entitled to by law unless we have expressly set this out in this policy.

Collection

We will only request personal information if it is related to the purpose of providing service to you and we will collect it in a legal way. However, we may store and process that information on our secure database in order to understand your personal needs and improve our service to you.

In some circumstances where we obtain personal information from overseas, whether it is obtained directly from you or is collected and provided to us by migration agents, certain additional rights and obligations may attach to that information. Those rights may derive from the laws of the relevant overseas countries, or from the obligations we owe to the agents collecting the information.

Use and Disclosure

Except as otherwise expressly outlined in privacy principle, use and disclosure, we will not use or disclose any personal information or health information to a third party for a purpose other than the Primary Purpose for its collection unless we informed you when the information was collected, or:

- We have obtained your consent
- We are using or disclosing it for a related (or directly related, if sensitive information) secondary purpose
- We are required, authorised, or permitted by law to disclose the information

Where providing of information is not mandatory, we will give you the opportunity to opt-in or opt-out in situations where we may contact you for marketing purposes or notices of products or training. We will then send you such material only if you elect to receive it or if it is provided to you in response to your request.

We will not intentionally gather personally identifiable information from children or minors, relating to themselves or others.

At CSIA, all of our staff are made aware of and adhere to the CSIA's Privacy Policy. We encourage you to review the policy statement to inform yourself of any periodic updates.

For VETASSESS employees, any personal or health information we collect is dealt with pursuant to the terms of their employment agreement and is not subject to this policy.

CSIA and VETASSESS may use your information to:

- Identify you and assist you with customer service- related queries
- Provide the service or training you require
- Respond to your feedback
- Confirm receipt of your emails to us
- Improve our levels of customer service
- Administer and manage certain services, including charging, billing and collecting debts
- Purposes permitted, required or authorised by or under law
- Contact you for any other reason, for example to ensure that the personal information we have collected about you is accurate and up to date

If at any time you do not want to receive material from the CSIA and/or VETASSESS please notify us by:

CSIA

- Email, info@csia.com.au
- Telephone, 1300 912 700
- Mail, Level 2, 383 George Street, Sydney, NSW 2000.

VETASSESS

- Email, info@vetassess.com.au
- Telephone, 1300 838 277
- Mail, GPO Box 2752, Melbourne, VIC 3001.

Data Quality / Access

We will take all reasonable steps to ensure the personal information or health information that is collected, used, or disclosed is complete, accurate and current. You have a reasonable right to access the personal information or health information that we store about you. If you find that the information we hold about you is inaccurate or out of date, then we will correct it. In the case that your personal information or health information changes (such as email address, contact numbers, etc.) you can notify us to make amendments by emailing us, mail addressed to 'The Privacy Officer', or by telephone.

Website/s

CSIA and VETASSESS takes all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification and disclosure, including its storage in a secure database.

Although we do not use "Cookies" – pieces of information that a website can transfer to an individual's computer hard drive for record keeping, some other websites linked to ours may do so. We are not responsible for their data policies, procedures or content.

To enable us to monitor and improve the functionality of the CSIA and VETASSESS sites, and for site statistics analysis, we may gather information about you, including details of your operating system, browser version, domain name and IP address, as well as the details of the website you came from. If you want to remain completely anonymous, you can still take advantage of the wealth of content available on the CSIA and VETASSESS site without registration.