

# Privacy Policy

## Privacy at TechniSaur

TechniSaur (ABN [52 142 080 263](#)), values your personal information and deals with it in accordance with the Australian Privacy Principles (APPs) which are contained in the Privacy Act 1988 (Privacy Act) and this privacy policy.

### Personal Information:

When the term “Personal Information” is used, it identifies all the information that identifies you. This information may include information like your name, address, phone number, email address etc

### Personal information that we collect:







We collect this information in order to provide you training that best suits your needs and requirements, for business purpose and in order to improve our services based on your feedback. The personal information that we require is typically, your basic personal information that you submit during your enquires, feedback, evaluation, surveys or when you register or enrol for a program, course or certificate at TechniSaur.

The information that we collect does not include the information that has no direct relationship with providing you the desired/selected program, course, certificate, workshop etc.

This information is solely for the purpose of providing you the best quality services, and if you do not provide us with the required personal information, it may affect the quality of the service that we provide.

### How we collect your personal information?
















The information that we collect is mostly directly from you otherwise, if required for the business and in providing you with the quality services, is when you contact us, when you access our website or when you purchase our products or services. Other means of collection may include, but not limited to, the following:

-  When you make an enquiry through our website, email, telephonic conversations, etc
-  When you participate in a survey or provide us feedback, which includes the evaluation forms.
-  When you are enrolled/ registered for a program, course, certificate etc
-  When you access our website, or a purchase of a service/product is made
-  While marketing our products/services
-  During a business promotional activity/campaign

We obtain your personal information directly from you and if a third party is involved, we assure that we have the legal right to acquire it and use it for business purposes, by obtaining it in writing, from the company providing us with the information.

## Use of your Personal Information

We collect, hold, use and disclose personal information for the following purposes:

-  To communicate with you
-  To manage and maintain our business relationships
-  To respond to inquiries and requests
-  For the improvement of our products/services
-  In order to keep you informed about our products/services
-  To obtain feedback from you on our services
-  To organise training certification exams
-  Give you access to the online portals
-  To provide personalised/customised services to give you the best experience
-  To conduct administrative and business functions
-  To provide our services
-  To stay updated about your personal information
-  Providing you with the access to subscribe to our website, newsletters and mailing lists and to register for TechniSaur events
-  To improve the operations and accessibility of our website
-  To process and respond to privacy complaints
-  To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country

If there is a change in the ownership or control of our business or sale or transfer of our business assets, we reserve the right to transfer to the extent permissible at law our user databases, along with any personal information and non-personal information stored in our databases. It could be disclosed to the buyer under an agreement to maintain confidentiality. We would only disclose your information where required by the above circumstances.



In case of the disclosure of your information to the third party, we will request that they follow this policy regarding the handling of your personal information.

By providing us with your personal information, you agree to the terms and conditions of the Privacy Policy and the types of disclosure covered in the policy.

## To whom we may disclose your personal information

Your personal information will be disclosed to our employees and related bodies corporate for the purposes set out above. The information that we collect from you or from other sources can be shared with the related bodies for business purpose.

We may also disclose your personal information to:

-  Contractors, Suppliers, Vendors, Partners, and other third parties with whom we have a commercial relationship for business, marketing, and related purposes.
-  Any organisation for any authorised purpose with your express consent.

Except as set out above, TechniSaur will only disclose personal information if this is required by law or a court/tribunal order or otherwise permitted under the Privacy Act.

### **Disclosure of personal information to anyone outside Australia**

We may disclose your personal information to service providers located outside Australia for some of the purposes set out above. We will take steps to contractually ensure that overseas recipients of your personal information provide a level of protection for your personal information which is equivalent to the APPs.

### **Storing and securing personal information**

Your personal information stored with us is used to manage and maintain communication with the organisations we do business. We can contact verbally, electronically or in written. The information will be stored for the purpose of doing business and if relevant but is generally not sensitive.

We take reasonable measures to ensure that personal information is protected from misuse, interference, loss, unauthorised access, modification or disclosure using a combination of physical, administrative and technical safeguards. We hold personal information in either paper-based records or in electronic form in databases and email files which require logins and passwords. The staff at TechniSaur is bound by confidentiality obligations.

Websites are linked to the internet, so is ours, and as the internet is inherently insecure, we are unable to provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

Generally, when your personal information is no longer needed, it will be deleted from our system, except for where its required by law or a court/tribunal order to retain the information.

### **Direct marketing**

We will contact you about our services for the purpose of marketing, in relation to our services that may interest you. This may include but not limited to mail, SMS, fax and email, in accordance with applicable laws, such as the Spam Act 2003 (Cth). You consent to us sending you those communications by any of those methods. Your chosen mode of communication is most likely be the mode all communication will be done, wherever possible.

You can at any time choose to opt-out of receiving our emails or promotional/marketing emails, by contacting us using the details set out on our website.

We do not provide your personal information to other organisations for the purposes of direct marketing.

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

We will take all reasonable steps to ensure that the personal information we hold about you is accurate, up to date and complete. You may request access at any time to personal information that we hold about you and we will give you access in the manner that you request where it is

reasonable and practicable to do so, except where we deny access as permitted by the Privacy Act. For example, we may need to refuse access if granting access would interfere with the privacy of others, is unlawful or would result in a breach of confidentiality. You may also request that we correct your personal information when it is inaccurate, incomplete or out of date.

If you wish to access or correct your personal information, please send a written request using the contact details set out below. We will respond to your request within 30 days after you make the request. If we deny your request for access to or correction of your personal information, we will provide you with written reasons for refusing your request and the mechanisms available to you to complain about our refusal.

complaining about a breach of your privacy

If you have concerns about how your personal information is being handled by TechniSaur or you wish to make a complaint about a breach of the APPs by TechniSaur, please send your complaint in writing using the contact details set out below. We will respond to you in writing within 30 days of receiving your complaint, setting out what action TechniSaur will take as a result of your complaint or alternatively providing an explanation to you if there has been no breach of the law.

### **Using our website**

When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. We may use cookies to measure traffic patterns and to determine which areas of our website have been visited. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

Any activity you participate in on our website may be monitored. We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website, track users’ movements, and gather broad demographic information. We do not use cookies to track your internet activity before or after you leave the TechniSaur environment.

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website and we are not responsible for the privacy policies or the content of any third-party website.

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website. Please review it regularly.

This privacy policy was last updated on 10 May 2020.

## Contact Us

If you have any questions about this privacy policy, please contact our Privacy Officer as follows:

Email: [info@TechniSaur.com](mailto:info@TechniSaur.com)

Mob: 03-85 10 45 82