



TRAINING SOLUTIONS PTY LTD
QLD - VIC - WA

Privacy Policy

TSM Training Solutions is committed to providing quality services. This policy details our ongoing obligations concerning how we manage your Personal Information.

We adhere to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern how we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

What is Personal Information and Why Do We Collect It?

Personal information identifies an individual. TSM Training Solutions collects the following Personal Information: names, addresses, email addresses, phone numbers and copies of driver's licence.

We obtain your Personal Information in various ways including interviews, correspondence, telephone, email, our website, your website, media and publications, and other publicly available sources including cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

The reason we collect your Personal Information is for the primary purpose of providing our services to you, providing information to our clients and for marketing objectives. Your Personal Information may also be used for secondary purposes closely related to the primary purpose, where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

The Privacy Act defines sensitive information like a person's race or ethnicity, political views, membership of a political group, religious or philosophical beliefs, membership of a trade union or other professional body, criminal records or medical information.

Sensitive information will be used:

- For the primary purpose for which it was collected;
- For a secondary purpose that is directly related to the primary purpose; and
- With your consent; or where required or authorised by law.



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Third Parties

We will collect your Personal Information only from you where reasonable and practicable to do so. In some circumstances, third parties may provide us with this information, and therefore, we will take reasonable steps to ensure you are fully aware of the process.

Disclosure of Personal Information

Your Personal Information may be disclosed in several ways including:

- Third parties where you consent to the use or disclosure; and
- By law, where required or authorised to disclose.

Security of Personal Information

Your Personal Information will be stored in client files and kept by us for a minimum of 7 years. It will be stored in a way that reasonably protects it from misuse, unauthorised access, loss, modification or disclosure. When your Personal Information is no longer required, we will destroy or permanently de-identify your Personal Information.

Access to Your Personal Information

You may access the Personal Information we store and update and/or correct it, subject to certain conditions. If you wish to access your Personal Information, please contact us in writing.

TSM Training Solutions Pty Ltd will not charge any fees for your access request but may charge an administrative fee if you request a copy of your Personal Information.

To protect your Personal Information, we may request your identification before releasing the information.

Maintaining the Quality of Your Personal Information

It is important that your Personal Information is up to date. If you discover that the information we have is not up to date, please contact us as soon as possible so we can update our records. We want to ensure that we can continuously provide quality services to you.



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Privacy Policy Complaints, Enquiries and Updates

This policy is subject to updates from time to time and is available on request. If you have any queries, complaints or feedback about our Privacy Policy, please contact us at:

V1: January 2020

TSM Training Solutions Pty Ltd

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(07) 3881 3642

Anthony Bonello

Director

A handwritten signature in black ink, appearing to read 'Anthony Bonello', written in a cursive style.