

WEBSITE PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Achieve Online Educational Tutoring (AOET) via the website located at www.achieveoet.com.au or the contact@achieveoet.com.au email address.

1. What is "personal information"?

- (a) The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - (i) whether the information or opinion is true or not; and
 - (ii) whether the information or opinion is recorded in a material form or not.
- (b) If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "personal information" and will not be subject to this privacy policy.

2. What information do we collect?

- (a) The kind of personal information that we collect from you will depend on how you use the website. The personal information which we collect and hold about you may include: name, year of schooling or level of education, requested service, contact information such as email address, phone number and other details as required such as those of parent/caregiver in the event that a student is a minor, results of diagnostic pre-assessments, progress information and post assessments.
- (b) Online sessions conducted through the Teams or other agreed platform will not be recorded and/or shared unless requested in writing via the contact@achieveoet.com.au email address by the person who is the subject/student of the session. In the event the subject/student is a minor, agreement to record and send only to them must be made between AOET, the subject/student and parent/caregiver.
- (c) Any agreed recordings shared remain the property of AOET and can not be shared beyond the initial share from AOET to any website including but not limited to social media platforms or persons via any devices including but not limited to a mobile phone, iPad, tablet or computer.
- (d) If recordings are requested, you agree for AOET to store recordings for quality assurance purposes in the event of further enquiries.
- (e) Any nonagreed recording of sessions (audio, visual or both) by the subject/student or persons present at the student's end are not deemed as official or accurate representations due to the possibility of editing occurring and can not be used as part of any dispute claim. Any recordings must not be stored, shared or uploaded in and to any

form of sharing and/or communication. AOET takes no responsibility for the unauthorised recording, storage and/or sharing of tutoring sessions.

3. How we collect your personal information

- (a) We may collect personal information from you whenever you input such information into the website or via the contact@achieveoet.com.au email address.
- (b) We may collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

4. Purpose of collection

- (a) The purpose for which we collect personal information is to provide you with the best service experience possible on the website and to gauge the most applicable service for you.
- (b) We may disclose personal information only to our teacher qualified and registered AOET staff who may assist us in operating the website and tutoring.
- (c) By using our website, you consent to the receipt of direct marketing material from us. We will only use your personal information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from us. We do not use sensitive personal information in direct marketing activity.

5. Access and correction

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.

6. Complaint procedure

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by AOET designated staff and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

7. Overseas transfer

Your personal information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your personal information to an

overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles and we will not be liable for any mishandling of your information in such circumstances.

8. How to contact us about privacy

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us in writing: contact@achieveoet.com.au