



Privacy Policy

EMTARA Pty Ltd (ACN 690 372 457) ("**we**", "**us**" or the "**Company**") take your privacy seriously. When you use our website at www.emtara.com.au ("**this site**") or when you use our services, we understand the importance of keeping personal information private and secure. This privacy policy ("**Privacy Policy**") describes generally how we manage personal information and safeguard privacy.

This Privacy Policy forms part of, and is subject to the provisions of, our Terms and Conditions ("**T&C's**").

Here's what you can count on:

We care about your privacy:

We will never rent, trade or sell your email address to anyone.

We will never publicly display your email address or other personal details that identify you.

The Australian Privacy Principles

We will treat all personal information in accordance with any and all obligations that are binding upon us under the *Privacy Act 1988* (Cth) ("**Privacy Act**"). The Privacy Act lays down 13 key principles in relation to the collection and treatment of personal information, which are called the "Australian Privacy Principles ("**APPs**")".

What is "personal information"?

Personal information held by the Company may include your:

- name and date of birth;
- residential and business postal addresses, telephone/mobile/fax numbers and email addresses;
- bank account and/or credit card details for agreed billing purposes;
- any information that you provided to us by you during your account creation process or added to your user profile;
- preferences and password for using this site and your computer and connection information; and
- any information that you otherwise share with us.

How we may collect your personal information

In our work with Registered Training Organisations ("**RTOs**") in order to provide Vocational Education and Training ("**VET**") we are required to collect certain information for external agencies such as the National VET Regulator and other licensing bodies. All shared information is kept strictly confidential and made available upon request.

The Privacy Notice (Schedule 1 of the National VET Data Policy) explains these requirements. It is available at:

<https://www.education.gov.au/privacy-notice>

The version included here is current as of January 2021. All shared information is kept strictly confidential and made available upon request.

We only collect personal information that is necessary for us to conduct our business, which includes (without limitation) enabling users to:

- Receive our services;
- Interact with us or this site, including through cookies.

Student Data

Under the Standards for RTOs 2015, the RTOs we work with must collect accurate student data at enrolment. Students must notify us of any change in personal details within seven days.

We collect AVETMISS data (Australian Vocational Education and Training Management Information Statistical Standard), including:

- student identity;
- where they study; and
- what they study.

Students may be required to provide photo ID or other documentation to verify identity. Enrolment cannot be confirmed until required data and proof of ID are provided.

Information that you provide to us

We may collect personal information that you provide to us about yourself when you:

- use this site or our services, including (without limitation) when you:
 - create a user account;
 - add information to your user profile;
 - purchase any services, through this site or from us directly;
 - add reviews, forum or chat room messages or comments in any elements of this site that permit user-generated content;
 - register for access to premium content or request certain premium features; or
 - complete an online contact form to contact us;
- provide information to us by telephone or through marketing or competition application forms; or
- send us an email or other communication.

IP addresses and Cookies

This site may also collect Internet Protocol ("IP") addresses, web log, computer and connection information. The Company collects and manages IP addresses as part of the service of providing internet session management, for security purposes, and to help prevent and detect any misuse of, or fraudulent activities involving, this site.

Like most websites, we use cookies to make your experience smoother. Cookies help us:

- Remember your preferences;
- Recognise you if you're logged in;
- Understand how people use our site;
- Provide relevant content and support e-commerce.

Some cookies come from third parties like **Google Analytics**, **Google Ads**, or social media plugins (e.g. Facebook, LinkedIn). You can manage or block cookies via your browser settings.

How we may use your personal information

Your personal information may be used in order to:

- verify your identity;
- assist you to place orders through this site or directly with us;
- process any purchases of services that you may make, either through this site or from us directly, including charging, billing and collecting debts;
- make changes to your account;
- respond to any queries or feedback that you may have;
- conduct appropriate checks for credit-worthiness and for fraud;
- prevent and detect any misuse of, or fraudulent activities involving, this site;
- conduct research and development in respect of our services;
- gain an understanding of your information and communication needs or obtain your feedback or views about our services in order for us to improve them; and/or
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems,

and for any other purpose reasonably considered necessary or desirable by the Company in relation to the operation of our business.

From time to time we may email our customers with news, information and offers relating to our own services or those of selected partners. Your personal information may also be collected so that the Company can promote and market products and services to you. This is to keep you informed of products, services, and special offers we believe you will find valuable and may continue after you cease acquiring products and services from us. If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request. You can unsubscribe from such communications at any time if you choose.

When we may disclose your personal information

In order to deliver the services you require or for the purposes set out above, the Company may disclose your personal information to organisations outside the Company. Your personal information may be disclosed to these organisations only in relation to this site, and the Company takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information. These organisations may carry out or provide:

- customer enquiries;
- mailing systems;
- billing and debt-recovery functions;
- information technology services;
- marketing, telemarketing and sales services;
- market research; and

- website usage analysis.

In addition, we may disclose your personal information to:

- your authorised representatives or legal advisers (when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit-related purposes such as creditworthiness, credit rating, credit provision and financing);
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities and other organisations, as required or authorised by law;
- organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and
- the police or other appropriate persons where your communication suggests possible illegal activity or harm to others.

Personal information will not be used or disclosed for a secondary purpose unless:

- it is related to the primary purpose and reasonably expected; or
- necessary to lessen or prevent a serious and imminent threat; or
- required for investigation of unlawful activity; or
- required or authorised by law.

We are prohibited from releasing a student's personal information to third parties—including family—without written consent. We will only disclose your personal information to third parties as permitted by APP 6, including with your consent or where required or authorised by law.

RTO and National Centre for Vocational Education Research (NCVER) Disclosure

We may disclose personal information to meet RTO and NCVER compliance requirements.

Under the NVET Act 2011, student data must be disclosed to:

- NCVER (National VET Data Collection)
- Relevant State or Territory training authorities

NCVER uses this data for:

- VET transcripts
- Administration of VET
- Research, statistics, surveys, and data linkage
- Understanding the VET market

NCVER may share information with:

- The Department of Education, Skills and Employment (DESE)
- Government authorities (except RTOs)

- Researchers contracted by NCVER

NCVER does not disclose information overseas.

NCVER Privacy Policy: <https://www.ncver.edu.au/privacy>

DESE VET Privacy Notice: <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

Photography privacy

We recognise sensitivities around photography, especially involving children. If we wish to take photos during training at external venues, we will first obtain permission from the venue owner/manager and students.

Contacting us about privacy

If you would like more information about the way we manage personal information that we hold about you, or are concerned that we may have breached your privacy, please contact us by email at contact@emtara.com.au or by post at 2 Vintage Court, Watanobbi NSW 2259. We'll respond as soon as possible.

Access to your personal information

You have the right to:

- Access the personal information we hold about you
- Ask us to correct inaccurate or outdated details
- Request that we stop sending you marketing material

Access to personal information through RTO

Students may also request access to their personal records in writing to the RTO Compliance Team at:

compliance@allenstraining.com.au

A "Request for Access to Student Records" form is available at:

<http://www.allenstraining.com.au/students/student-forms.aspx>

Proof of identity is required.

Assessment records are retained for the minimum 6-month period as required by ASQA.

Students are responsible for ensuring their contact details are up to date.

Storage and security of your personal information

We will take all reasonable precautions to protect your personal information from unauthorised use or alteration. In our business, personal information may be stored both electronically (on our computer systems and with our website hosting provider) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords, protect all of our electronic information. Likewise, we take all reasonable measures to ensure the security of hard-copy information.

The following related to data storage:

- All course paperwork is scanned and stored electronically.
- Files are retained for the legislated period.
- Digital files are backed up on a secure server.
- Information including contact details, financial status, academic status, attendance, identification, evaluations, and surveys is confidential.

Third party websites

You may click-through to third party websites from this site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies to this site only and the Company assumes no responsibility for the content of any third party websites.

Re-marketing

We may use the Google AdWords and/or Facebook re-marketing services to advertise on third party websites to previous visitors to this site based upon their activity on this site. This allows us to tailor our marketing to better suit your needs and to only display advertisements that are relevant to you. Such advertising may be displayed on a Google search results page or a website in the Google Display Network or inside Facebook. Google and Facebook may use cookies and/or pixel tags to achieve this. Any data so collected by Google and/or Facebook will be used in accordance with their own respective privacy policies. None of your personal Google and/or Facebook information is reported to us.

You can set preferences for how Google advertises to you using the Google Ads Settings page. Facebook has enabled an AdChoices link that enables you to opt out of targeted advertising.

Your Rights – Serious Privacy Breaches

From 10 June 2025, under Australian law, individuals may seek compensation for serious invasions of privacy (e.g. misuse of personal information or unauthorised surveillance). If you believe your privacy has been seriously breached, you may have the right to take legal action in addition to lodging a complaint with the OAIC.

The OAIC now has enhanced powers, including civil penalties and broader investigation authority.

Complaints & Oversight

We take privacy complaints seriously. If you're dissatisfied with our handling of your personal information, you may also lodge a complaint with the Office of the Australian Information Commissioner (**OAIC**). The OAIC has powers to investigate and enforce compliance under the *Privacy Act 1988* (Cth).

Prohibited Use of Information

We do not permit the use of any personal information obtained via our services for unlawful purposes, including doxxing (the malicious sharing of personal information to cause harm). This is now a criminal offense under Australian law, carrying penalties of up to 7 years imprisonment.

Data Security & Protection

We maintain robust technical and organisational measures to protect your personal information, including data encryption, access controls, monitoring, and staff training. These practices are aligned with our obligations under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

Data Breaches

In the event of a data breach involving personal information that is likely to result in serious harm, we will notify affected individuals and the OAIC, as required by law.

How Long We Keep Your Data

We keep your information only for as long as necessary for business, legal, or regulatory reasons. After that, we securely delete or anonymise it.

Changes to this Privacy Policy

From time to time, it may be necessary for us to revise this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the Australian Privacy Principles. We may notify you about changes to this Privacy Policy by posting an updated version on this site.

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If you require any further information about the Privacy Act and the Australian Privacy Principles, you can visit the Federal Privacy Commissioner's website (see www.oaic.gov.au).