



HILLS 2 OCEAN DRIVER TRAINING

Gold Coast, Queensland, Australia
www.drivertrainingh2o.com
deb@drivertrainingh2o.com

PRIVACY POLICY

Hills 2 Ocean Driver Training (“we”, “our”, “us”) respects your privacy. This Policy explains how we collect, use, disclose, and protect your personal information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1) What we collect

- Contact details: name, email, phone.
- Purchase & access data: products purchased, payment method (processed by secure third-party providers), course/module progress.
- Communications: emails, support messages, survey responses.
- Marketing preferences: newsletter/Webinar registrations, opt-in/opt-out choices.
- Technical data: IP address, device info, cookies/analytics (see Section 6).
- Limited teen details: If you voluntarily share your teen’s first name/age for coaching context. We treat this carefully (see Section 10).

2) How we use your information

- To deliver digital programs, modules, webinars, downloads, and customer support.
- To process payments and manage your account/access.
- To send service emails (receipts, access links, updates) and—if you opt in—marketing emails (you can unsubscribe anytime).
- To improve our content, website experience, and course design (aggregated analytics).
- To comply with legal obligations and prevent fraud/abuse.

3) Legal basis (international visitors)

For EU/UK visitors, we rely on contract performance, legitimate interests (program improvement, basic analytics, reasonable marketing), consent (email marketing where required), and legal obligations.

4) Payments & processors

We use reputable payment processors (e.g., Stripe/PayPal or course platforms with integrated payments). We do not store your full card numbers. Your information is handled under each processor’s security and privacy policies.

5) Disclosures & third parties

We may share data with:

- Service providers (course platform/LMS, email service, analytics, customer support tools) strictly to operate our services;
- Regulators or law enforcement when required by law;
- Professional advisers (legal/accounting) under confidentiality.
- We do not sell personal information.



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6) Cookies & analytics

We use cookies and similar technologies for:

- Essential site functions (login, access).
- Performance/analytics (e.g., aggregated usage to improve content).
- Marketing (e.g., measuring campaign effectiveness).
- You can manage cookies via your browser; disabling some may affect functionality.

7) Data storage & security

We use reasonable technical and organisational measures (encryption in transit, access controls, least-privilege access). No method is 100% secure; please use strong, unique passwords and keep them confidential.

8) International transfers

Our service providers may store/process data outside Australia. We take reasonable steps to ensure adequate safeguards consistent with the APPs (and, where relevant, GDPR-style protections).

9) Retention

We retain personal information only as long as needed for the purposes above, to comply with legal/financial obligations, or to resolve disputes. When no longer required, we take reasonable steps to de-identify or securely destroy it.

10) Children & teens

Our programs are for parents/guardians. If you share limited information about a teen for coaching context, you confirm you are the parent/guardian or have their consent. If we learn we've collected personal information from a child without appropriate consent, we'll delete it where practicable.

11) Your choices & rights

- Access & correction: You can request a copy of your personal information and ask us to correct inaccuracies.
- Marketing: You can unsubscribe from marketing emails at any time.
- EU/UK rights (if applicable): You may have rights to erasure, restriction, portability, and objection.
- To exercise rights, contact deb@drivertrainingh2o.com.

12) Links to other sites

Our website/courses may link to third-party sites. We're not responsible for their privacy practices—please review their policies.



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13) Changes to this Policy

We may update this Policy periodically. The “Last updated” date reflects the current version. Significant changes will be communicated where reasonable.

14) Contact us

Questions, requests, or complaints (including APP access/correction requests):

Email: deb@drivertrainingh2o.com

If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC).