

Privacy Policy of Veta Youth Ltd

Last updated 25th August 2017

Respecting your privacy and the law

The privacy of your personal information is important to us. We are committed to protecting your personal information and respecting your right to privacy. Veta Youth Ltd is bound by the National Privacy Principles in the Privacy Act 1988 (Commonwealth) and any relevant Health Privacy Principles under State legislation, as well as other applicable laws and codes affecting your personal information. Within Veta Youth Ltd our staff are trained to respect your privacy in accordance with our standards, policies and procedures.

Our privacy policies are reviewed on a regular basis.

About our Privacy Policy

This Privacy Policy outlines how Veta Youth Ltd will manage your personal information. It also describes generally the sorts of personal information held and for what purposes, and how that information is collected, held, used and disclosed.

Our Privacy Policy applies to all your dealings with us.

We encourage you to check our website regularly for any updates to our Privacy Policy.

Collecting your personal information

Veta Youth Ltd usually collects information online or directly from our students, carers or guardians. This may happen when you fill out an online enrolment form or when you give us personal information over the telephone, via email, through the post, or through our website.

The information collected may include your name, postal or email address, date of birth, medical information, dietary requirements and other information Veta Youth Ltd, the Australian Centre for Advanced Studies (ACAS) and Australian government bodies consider necessary.

In certain cases we collect your personal information for third parties. For example, we may collect information about your dietary requirements in order to provide you with appropriate meals at retreats.

Using and disclosing your personal information

At Veta Youth Ltd we use personal and health information for the purpose of providing you with appropriate care and facilities for aspects of the course including retreats. We only use your information for other purposes if:

1. You have consented
2. You would reasonably expect your information to be used for that purpose; or
3. Your information is required or authorised by law

Student Information Sources

We may use or disclose your personal health information to let you know about, and develop, products and services from the Veta Youth Ltd that might better serve your needs. For example, we usually send out Graduation information to advise you of the details for Graduation Day.

Keeping your personal information accurate and up-to-date

We aim to make sure that the personal and health information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to make sure this is the case. This way we can provide you with better educational services.

It is important that you notify Veta Youth Ltd about any changes to your medical or health information. Health information would include medications and dietary requirements. If you do not provide us with this information the consequence may include (but not be limited to) :

- we may not be able to provide best care;
- you may suffer harm or other adverse outcomes.

If you believe your personal information is not accurate, complete or up to date, please contact us (see "Contacting Us" below).

Protecting your personal information

At Veta Youth Ltd we may store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, loss and unauthorised access, modification or disclosure. Some of the ways we do this are:

- confidentiality requirements for our employees and volunteers;
- document storage security as laid out by our Registered Training Organisation – the Australian Centre for Advanced Studies Inc;
- security measures for systems access;
- offering a discreet environment for confidential discussions;
- only allowing transfer of personal information where the individual seeking access has given written consent.



Your Privacy on the Internet

Our Websites

No intentional data collection is undertaken via 'secret' means on our website.

Links to Other Sites

You may be able to access external websites by clicking on links we have provided. Those other websites are not subject to our privacy standards, policies and procedures. You will need to contact or review those websites directly to ascertain their privacy standards, policies and procedures.

Gaining access to your personal information

You can gain access to your personal information. This is subject to some exceptions allowed by law. (We will give you reasons if we deny access.)

In some cases we may be able to deal with your request over the telephone or over a counter. A signed consent form will be required to transfer your records to or from our organisation. Our staff will assist you with the appropriate form.

Using Government Identifiers

Although in certain circumstances we are required to collect government identifiers such as your Student number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

Privacy

We are committed to protecting and respecting your privacy on our website.

This policy statement explains how we collect information and how we use it.

In general, we do not collect personal identifying information about you when you visit our site, unless you choose to provide information to us you can visit our site without telling us who you are or revealing other personal identifying information. The information we receive depends upon what you do when visiting our site.

Collecting your information

As a standard practice, we only collect personal information through this website when you complete our online enrolment form. If for any reason we do collect personal information through your use of this website the purpose of use will be explained on the website.

We offer the service of collection of change of address information and personal information/medical history for new students. It is only intended for people who have already chosen to enrol with Veta Youth Ltd or are interested in the services of Veta Youth Ltd.

Information sent via this website will be via standard unencrypted email form unless otherwise stated. Unfortunately, no data transmission over the Internet can be guaranteed to be 100%



secure. We cannot give an absolute assurance that the information you provide will be secure at all times. You accordingly do so at your own risk and we will not be held responsible for events arising from unauthorised access to your personal information.

Any information collected by Veta Youth Ltd is viewable and changeable.

Statistics

When you visit this website to look at or download information from it, our web hosting company makes a record of your visit and records the following information for statistical purposes: your servers address, your domain name if applicable, the date and time of you visited our website, the pages you accessed and documents downloaded, the previous website you have visited, and the type of browser you are using. If you visit our site to read or download information, we record the following for statistical purposes:

The above information is used to develop statistics, which allow us to assess the number of visitors to the different parts of our site, discover what information is most, and least used, and help us make our site more useful to visitors.

No attempt will be made to identify users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Web Hosting company logs.

This website contains links to other sites. We are not responsible for the content and the privacy practices of other websites and encourages you to examine each sites privacy policies and make your own decisions regarding the reliability and correctness of material and information found.

Security

The Internet is not a secure environment. If you send us any information, including your email address, it is sent at your own risk.

Use of cookies

At present this website does not use any cookies on its site.

A cookie is a small message given to your web browser by a website server. The browser stores the message, and the message is then sent back to that server each time the browser requests a page from that server. A cookie will not store personal information unless you give this information.

Most Internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer. This will give you the choice whether to accept a cookie or not.

Please note that some browsers can be configured to allow cookies to be accessed by servers other than the originating server.



Resolving your Privacy Issues

If you would like to discuss any issues about our Privacy Policy, then you are able to do so a number of ways:

- You are always welcome to speak directly to our staff and they will do their best to resolve your issue.
- Talk to your state coordinator
- Contact the Executive Director. Contact details are located on the site. If your issues are not resolved to your satisfaction via a phone conversation please write and let us know.

If investigation is required we will keep you advised of progress. If staff are unable to resolve the matter, it will be escalated as appropriate to facilitate resolution.

Further information

If at any time you believe we have not adhered to the principles referred to in this privacy statement or have any other comments on these principles, please notify rohan@veta.org.au.

We will not use or disclose any personal information for any other purpose without your consent. If we do, it will only be disclosed to someone else as required by law.

Contacting Us

For more information about our Privacy Policy, please speak to your state coordinator. Contact details are located on this website

For more information about privacy in general, you can visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au

Other Information

Copyright

This information is subject to Australian copyright law.

Liability

We are not responsible to you or anyone else for any loss suffered in connection with the use of this website or any of the content. This includes, but is not limited to, the transmission of any computer virus.

We make no warranties or representations about this website or any of the content. We exclude, to the maximum extent permitted by law, any liability which may arise as a result of the use of this website, its content or the information on it.

Where liability cannot be excluded, any liability incurred by us in relation to the use of this website or the content is limited as provided under the Trade Practices Act 1974 (s 68A). We will never be liable for any indirect, incidental, special or consequential loss arising out of the use of this website, including loss of business profits or health or medical consequences.



Our Intellectual Property

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If you seek to reproduce or otherwise use the content in any way it is your responsibility to obtain approval for such use where necessary.

Links from this website

Our website is linked to other websites over which we have no control. We make no representations about the accuracy of information contained on those websites. We are not liable for the content on those websites.

