



TIPIAC Privacy Policy

We are TIPIAC PTY LTD ABN 98 646 508 698. Protecting your privacy is important to us. This policy explains how we manage personal information within our organisation.

Kinds of personal information we collect

The kinds personal information that we collect and hold about you may include:

- identifying information, such as your name
- contact information, such as your postal address, email address and telephone number
- social media handles and other social media profile information that you make available to us or to the public
- financial information, such as credit card, bank account or other payment details
- usernames and passwords that you create when registering for an account with us
- details of any services that we provide to you
- information about how you use the products and services we provide
- records of our communications with you, including any messages you send us
- information about the school that you are associated with and year level/s that you teach at
- device information, server log information, IP address, and location information

Without this information we may not be able to provide you with our products or services (or with all the features and functionality offered by our products or services) or respond to queries or requests that you submit to us.

How we collect personal information

We collect personal information about you in the following ways:

- when you register for a membership with us
- when you order services from us
- when you submit a query or request to us
- when you respond to a survey that we run or fill in forms on one of our websites
- by tracking your use of our websites and mobile applications

Where we collect personal information from you, we will generally do so directly. However, in some cases we may collect personal information from a third party, such as through your representatives, contractors who provide services to us, or third parties who refer you to us because they think you may be interested in our products or services.



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Purposes for which we use personal information

We use personal information that we collect about you for the following purposes:

- to verify your identity when you are dealing with us
- to determine your eligibility for any of our services
- to enable us to provide our services
- to answer your queries and requests
- to comply with our legal and regulatory obligations
- to carry out market analysis and research
- to monitor use of our services
- to assess, maintain, upgrade and improve our products and services
- to carry out education and training programs for our staff
- to manage and resolve any legal or commercial complaints or issues
- to carry out planning and forecasting activities and other internal business processes
- to keep you informed about our activities, including by sending out newsletters

We may from time to time use your personal information in order to send you marketing materials about products or services that we think you may be interested in (including in some cases products and services that are provided by a third party). You can opt-out of receiving marketing communications from us by contacting us at bronwyn@tipiac.com or following the “unsubscribe” link in the communication.

We may also use and disclose your information for other purposes as authorised by you, or in accordance with your requests or instructions.

People to whom we disclose personal information

We may share personal information about you with:

- where you are a designated account holder for a Whole School Membership, the primary account holder
- your representatives, advisors and others you have authorised to interact with us on your behalf
- our staff who need the information to discharge their duties
- payment system operators and financial institutions
- professional advisors who we engage to provide advice on our business
- government authorities who ask us to disclose that information, or to other people as required by law



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If we need to disclose personal information to third parties in a different country to where the information was collected, we will take steps to ensure that there is a lawful basis for the disclosure and that the disclosure complies with all applicable laws.

Cookies

Our website may use cookies. Cookies are small pieces of data stored on the web browser of your device. These are used by us for site administration and analysis purposes and to deliver tailored content. If you wish not to take advantage of cookies, you may configure your browser not to accept them (although this may disable or render unusable some of the features our online services).

Third Party Websites

Our website may contain links to other websites. We are not responsible for the privacy practices or the content of other websites. The privacy practices applicable to other websites may differ substantially from ours. Please read the privacy policy of any other websites you visit before using such websites.

Storage and security of personal information

We take reasonable steps to ensure that any of your personal information which we hold is accurate, complete and up-to-date. These steps include promptly updating personal information when we are advised that the information has changed and providing individuals with a simple means to update their personal information.

We store personal information for as long as it is needed for the purpose for which it was collected or as required by law. We generally store the personal information that we collect in electronic databases, some of which may be held on our behalf by third party data storage providers. We have put in place procedures and technologies to maintain the security of the personal information that we hold.

Access and correction

If you want to access any of the personal information that we hold about you or to correct some aspect of it (e.g. because you think it is incomplete or incorrect), please contact us using the contact details set out below.

In certain cases, we may charge you an administration fee for providing you with access to the information you have asked for, but we will inform you of this before proceeding.

There may be cases where we are unable to provide the information you request, such as where it would interfere with the privacy of others or result in a breach of confidentiality. In these cases, we will let you know why we cannot comply with your request.

Complaints

If you are concerned about the way in which we are managing your personal information, please contact us using the contact details set out below. We will deal with the matter as quickly as we can and will keep you informed of our progress.

If we have not responded to you within a reasonable time or if you feel that your complaint has not been resolved satisfactorily, you can contact us to discuss your concerns. You may also have the right to make a complaint to the Office of the Australian Information Commissioner (**OAIC**).



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Changes to this policy

We may make changes to this policy from time to time, due to changes to our standard practices and procedures or where necessary to comply with new laws and regulations. The latest version of this policy will always be available on our website.

Contact details

If you need to contact us or want any further information from us on privacy matters, please contact us at bronwyn@tipiac.com.