

Privacy Policy

Overview

Speaking Schools Pty Limited and its Franchisees ('SSA' and 'We') are committed to providing quality services to you, and this policy outlines our ongoing obligations to you with respect to how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

6/345 Pacific Highway, North Sydney NSW 2060
contact@speaking-schools.com.au
0485 931 163

Last updated 7 November 2024



Speaking Schools
AUSTRALASIA

Privacy Policy

What is Personal Information, and why do we collect it?

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect include:

- names;
- addresses;
- email addresses;
- phone numbers; and
- relevant medical information.

This Personal Information is obtained in many ways, including (but not limited to) enquiries, bookings, via our website (www.speakingschools.com.au), via social media and from third parties.

We don't guarantee website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or filling out an unsubscribe form provided at the bottom of all marketing emails.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.



Privacy Policy

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained;
- For a secondary purpose that is directly related to the primary purpose; or
- With your consent; or
- Where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- To Franchisees;
- Third parties where you consent to the use or disclosure;
- To third parties who are assisting in the provision of services to you; and
- Where required or authorised by law.



Privacy Policy

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files, contact lists and/or student rolls, which will be kept by us for a minimum of 7 years.

Access to Your Personal Information

You may access the Personal Information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

SSA will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Policy Updates

This Policy may change from time to time and is available on our website.

