

PRIVACY POLICY



Teach Learn Grow Together (ABN 65831670733) is committed to protecting your personal information.

This privacy policy explains how and why your personal information is collected, what it is used for, and to whom and when it is disclosed.

COLLECTING AND USING PERSONAL INFORMATION

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 of parents and/or carers, children's names, date of birth of the child, addresses, email addresses, phone numbers and medical/health concerns** relevant to the child.

This Personal Information is obtained in many ways including correspondence by telephone, by email, via our website www.teachlearngrowtogether.com.au, from our social media accounts on Facebook and Instagram (@TeachLearnGrowTogether).

We collect your Personal Information for the primary purpose of providing our services to you, providing information to you, our clients and for marketing purposes. 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 clicking unsubscribe at the bottom of the subscription email.

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.

We collect your information so that we can:

- communicate with you
- deal with your enquiry
- provide you with information about products and services
- provide you with products and services
- do other things that are related to your interactions with us and to facilitate our business operations.

If you do not provide this information we may not be able to respond to your enquiry or licence you our products.

Our internet server may automatically record details of your use of our website when you use or access the website (including your IP address, domain name and browser type) the date and time of access, and details of the information downloaded. This information is only used for statistical and analysis purposes. It allows us to see how our website is being used and to improve our website.

THIRD PARTY INFORMATION

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 will only be disclosed in circumstances such as the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

INFORMATION SECURITY

We take reasonable steps to protect all information which we hold from misuse, loss, unauthorised access, modification or disclosure. However, as the transmission of data over the internet is not totally secure, we cannot guarantee the security of data transmitted in this way.

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.

ACCESS, CORRECTION AND OUR CONTACT DETAILS

If you think that your personal information is inaccurate, you should let us know and we will take reasonable steps to correct the information so that it is accurate, complete and up to date.

If you want to access your personal information or have questions about any privacy related issues, including complaints, please contact Teach Learn Grow Together via email at teachlearngrowtogether@outlook.com.

A complaint may also be forwarded to the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>

UPDATES

We may review and update this policy from time to time. Any update version will be posted on our website.