



Privacy Policy

This Privacy Policy sets out how Armstrongs Driver Education Pty Ltd uses, collects and discloses personal information about you. It is provided to you as part of complying with our obligations under the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles (APPs) set out under that Act.

This Privacy Policy applies to personal information collected by Armstrongs Driver Education Pty Ltd, referred to in this Policy as 'Armstrongs' or 'us' or 'we'.

We may change this Privacy Policy from time to time as part of our commitment to ensuring that we comply with all of our obligations under the APPs. When using our internet site, please check to see if we have amended this Privacy Policy from time to time. To assist you, the date of the last update to the Privacy Policy is recorded at the top of this page.

Our contact details and Privacy Officer

The contact details of Armstrongs Driver Education Pty Ltd and its related entities are available from Armstrongs' website.

Our designated Privacy Officer is: Amy Nicholson, Administration Manager Armstrongs Driver Education, 356 Settlement Rd Thomastown Vic 3074, email: office@armdrive.com.au, phone: 03 9464 6464.

Legal requirements to collect information

Armstrongs may, from time to time, be required to collect information as a consequence of legal requirements upon us to collect information. Examples of these requirements include information that we are obliged to collect on behalf of state and federal government departments, regulators, authorities, and other statutory bodies (such as VicRoads, WorkSafe, The Department of Education, and The National Centre for Vocational Educational Research);

Further information regarding these obligations can be obtained by contacting our Privacy Officer.

How personal information is collected

Armstrongs collects, wherever reasonable or practicable, personal information from the individual directly with respect to whom the information relates, and/or may collect personal information from someone else. Personal information may be collected from someone else in the following circumstances:

- from individuals, agents and representatives (e.g. employment consultants, employers);
- through our website; ^[1]_{isEP}



- through publicly available information services (e.g. social media, local councils, telephone listings, internet records); ⁽¹⁾_(SEP)
- when we are required to collect the information in accordance with legal or regulatory requirements (e.g. as per our contractual obligations with state and federal government departments, regulators, authorities, and other statutory bodies such as VicRoads, WorkSafe, The Department of Education, and The National Centre for Vocational Educational Research;
- when individuals participate in competitions or surveys conducted by Armstrongs (or third parties, on our behalf) including, but not limited to, surveys relating to the quality of our services provided; ⁽¹⁾_(SEP)
- from other training organisations (e.g. when Armstrongs conducts training and/or assessment on behalf of another organisation); ⁽¹⁾_(SEP)
- from forms used by us as part of the delivery of our services (e.g. student enrolment forms);
- from individuals who apply for a job or employment with us. ⁽¹⁾_(SEP)

Purposes for which information is collected

Armstrongs collects personal information for the following purposes:

- to enable us to provide services in connection with heavy vehicle, fork lift, and motorcycle training and/or assessment, and employment support;
- to provide advice to customers and prospective customers with respect to heavy vehicle, fork lift, and motorcycle training and/or assessment, and employment support; ⁽¹⁾_(SEP)
- to assess training course suitability during pre-training interviews; ⁽¹⁾_(SEP)
- to assist us with marketing our services; ⁽¹⁾_(SEP)
- to advise our clients of additional information or services supplied by us (or by third parties) that may be of interest to them; ⁽¹⁾_(SEP)
- to better and more efficiently manage our business; ⁽¹⁾_(SEP)
- to assist with our delivery of services via the internet; ⁽¹⁾_(SEP)
- for research and statistical purposes. ⁽¹⁾_(SEP)

Cookies

“Cookies” are pieces of information that websites transfer to an individual computer’s hard drive for record keeping purposes. That “cookie” assigns a unique identification that allows a website to recognise you when you return to that site.

Armstrongs uses cookies so as to collect aggregated site-visitation statistics. The use of cookies also enables persons to login to their accounts with us and to personalise their experience when browsing our site. This enables us to ensure that we manage our website effectively so as to provide relevant content to those who access the site. We do not track an individual’s use of the internet by using cookies and do not otherwise use these tools to obtain personally identifiable information regarding an individual.

Most internet browsers enable individuals to refuse to accept cookies. If an individual exercise such a choice you will still be able view most of the text on this internet site.



However, you will not experience a personalised visit.

IP Addresses

Whenever you use our website, and many other websites, the computer on which the web pages are stored (the web server) needs to know the network address of your computer so that it can send the requested web pages to your internet browser. The unique network address of your computer is called its "IP address" and is sent automatically each time you access any internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous.

We do not keep a record of the IP addresses from which users access its site except where the user has specifically provided it with information about itself, in which case we also record the user's IP address for security purposes.

Consequences to an individual if information not provided

Should a person object to us collecting information about that individual through our website or otherwise, we may not be able to carry out our activities or provide our services as effectively, or at all, to that person. Further details may be obtained regarding these consequences by contacting our Privacy Officer.

Disclosure of personal information

We may disclose personal information in the following circumstances:

- to state and federal government departments, regulators, authorities, and other statutory bodies as required such as VicRoads, WorkSafe, The Department of Education, and The National Centre for Vocational Educational Research.
- for research and statistical purposes when requested by a state or federal government department, regulator, authority, and other statutory body as requested such as VicRoads, WorkSafe, The Department of Education, and The National Centre for Vocational Educational Research;
- when you consent to us doing so (eg for the purposes of providing you with employment support);
- we may store information on data storage facilities provided by third parties.

It is likely that your personal information may be disclosed both within Australia and to overseas recipients where necessary for our functions and activities. The countries in which such recipients are likely to be located are variable.

Privacy Policy, access to personal information and complaints

Armstrong's maintains a privacy policy ('Privacy Policy') in compliance with our obligations under APP 1. Our Privacy Policy may be viewed on our website at armstrongsdrievereducation.com.au or a copy may be obtained by contacting our Privacy Officer.



Our Privacy Policy contains information about how an individual may access personal information about that individual and seek correction of such information. Further details are set out in our Privacy Policy. If you wish to contact us to gain access to your personal information stored by us, you should contact our Privacy Officer.

Our Privacy Policy also contains information about how a person may complain about a breach of the APPs and how Armstrongs will deal with such a complaint. Further details are set out in our Privacy Policy. If you wish to make a complaint about the manner in which we have dealt with any privacy issue, you should contact our Privacy Officer.