



## 1. Introduction

Veracity Training Services values your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our services ("Services"). By using our Services, you agree to the collection and use of information as outlined in this policy. We comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 and other relevant privacy laws affecting our operations, aiming to manage personal information responsibly throughout its lifecycle.

## 2. Personal Information Management

We Collect:

- 2.1 Personal Information: Personal information encompasses details about an identifiable individual. We may collect personal information such as your name, email address, phone number, address, and payment details when you use our Services.
- 2.2 Sensitive Information: We generally do not collect sensitive information (e.g., health information, racial or ethnic origin) unless it is necessary for our Services and you have given your consent, or it is required by law.

We offer:

- 2.3 The option to interact with us anonymously or via pseudonyms when feasible and lawful, ensuring you have control over the extent of information shared.

## 3. How We Use Your Information

We use your information to:

- 3.1 Provide and maintain our Services: Ensuring you get the best experience.
- 3.2 Notify you about changes to our Services: Keeping you informed about updates or changes.
- 3.3 Provide customer support: Helping you with any issues or questions.
- 3.4 Improve our Services: Using feedback and data to enhance our offerings.
- 3.5 Monitor usage: Understanding how our Services are used to improve them.
- 3.6 Address technical issues: Ensuring everything runs smoothly.

## 4. Sharing Your Information

We do not sell or trade your personal information. However, we may share your information in the following situations:

- 4.1 With Service Providers: Trusted third-party service providers who assist us in delivering our Services, such as payment processors, data analysts, and customer service teams.
- 4.2 For Legal Reasons: If required by law or in response to valid requests by public authorities (e.g., a court or a government agency).
- 4.3 Business Transfers: If we are involved in a merger, acquisition, or asset sale, your information may be transferred.
- 4.4 With Your Consent: If you give us explicit permission to share your information for a specific purpose.

## 5. Security of Your Information

We take your privacy seriously and use various measures to protect your personal information. However, no method of transmission over the internet or electronic storage is 100% secure. Whilst we strive to protect your information, we cannot guarantee absolute security.

## 6. Retention of Your Information

We retain your personal information only as long as necessary to provide our Services and fulfill the purposes outlined in this Privacy Policy. We also keep your information as needed to comply with legal obligations, resolve disputes, and enforce our agreements.

## 7. Your Privacy Rights

Depending on where you are located, you may have the following rights:

- 7.1 Access: Request a copy of your personal information.
- 7.2 Correction: Ask us to correct any inaccurate or incomplete information.
- 7.3 Deletion: Request the deletion of your personal information, under certain conditions.
- 7.4 Restriction: Request that we limit the processing of your personal information, under certain conditions.
- 7.5 Objection: Object to our processing of your personal information, under certain conditions.
- 7.6 Data Portability: Request that we transfer your personal information to another organisation or to you, under certain conditions.

If you wish to exercise any of these rights, please contact us using the details provided below. We will respond to your request within 1 month.

## 8. Children's Privacy

Our Services are not intended for children. We do not knowingly collect personal information from children. If we become aware that we have collected information from a child without parental consent, we will take steps to delete it.

## 9. Cookies and Tracking Technologies

We may use cookies and similar technologies to enhance your experience on our website and other business systems. Cookies help us understand how you use our Services and allow us to improve and personalise your experience. You can set your browser to refuse cookies, but this may affect your ability to use some features of our Services.

## 10. Changes to This Privacy Policy

We reserve the right, at our sole discretion, to update, change, replace or remove any part of this Privacy Policy without notice, by updating our website at <https://www.veracitytrainingservices.com/vts-privacy-policy>. You may choose to review this policy periodically for any updates.

## 11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact at Veracity Training Services;

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Email: [info@veracitytrainingservices.com](mailto:info@veracitytrainingservices.com)

Phone: 0413 045 567