

Your privacy is important to us, and this policy explains how we collect, use, and protect your personal information when you interact with us through the Aslan Counselling & Education website (<https://aslance.com>). You agree to the practices described herein when engaging in our services.

## Data Collection

### Types of Data Collected

- Personal Information: Includes your name, phone number, and email address.
- SMS or Email Content: Messages you send and receive, including responses to our promotional messages.
- User Engagement Data: Metrics such as click-through rates and open rates.
- Location Data (if applicable): Used to tailor local offers.
- Device Information: Details about the type of device you use, such as the operating system.

## Data Usage

### How We Use Your Data

- Personal Information is used to identify and authenticate users and for communication purposes.
- SMS Content and User Engagement Data help us refine our promotional messages to suit your preferences better and enhance your overall experience.
- Location Data allows us to provide relevant local offers and personalised content.
- Device Information is used to optimise our services for various devices and operating systems.

All data usage complies with applicable laws and regulations and will only be used for purposes explicitly stated in this privacy policy.

## User Rights

We respect your rights regarding your personal data and provide the following options:

- Access and Review: Users can access and review their data upon written request.
- Correction: Users can request corrections to inaccurate or incomplete data.
- Deletion: Users can request the deletion of their data unless retention is required for legal or legitimate business reasons.
- Opt-out: Users can opt out of receiving promotional messages and manage their communication preferences.
- Data Portability: Users can request a copy of their data in a commonly used, machine-readable format.
- Withdraw Consent: Users can withdraw their consent at any time, where consent is the legal basis for processing personal data.
- Lodge a Complaint: Users have the right to complain to the appropriate data protection authority concerning the processing of their data.

Users are also entitled to be informed about the categories of personal data being processed, the purposes of processing, and the recipients or categories of recipients of the personal data.

## Online Privacy Statement

Aslan Counselling and Education is bound by several regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes.

Where applicable, we are required, by law, to collect personal student data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

All student data collected by Aslan Counselling and Education is for required purposes.

- Aslan Counselling and Education does not collect personal information unless that information is materially relevant to the training undertaken and is necessary for reporting purposes.
- Aslan Counselling and Education does not use or disclose collected personal information about an individual unless that information is materially relevant and necessary for the required purposes for which it is collected.
- Aslan Counselling and Education takes all reasonable steps required to ensure that all personal information collected for the primary purpose is accurate, complete and up-to-date.
- Aslan Counselling and Education takes all reasonable steps to protect the personal information it collects from misuse, loss, unauthorised access, modification or disclosure.
- Aslan Counselling and Education takes all reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for the purposes for which it was collected.

Your personal information is protected by the Commonwealth Privacy Act (1988). The Act regulates the manner in which Australian government agencies and private sector organisations collect, handle, use, store and disclose personal information. More information can be found at: [www.privacy.gov.au](http://www.privacy.gov.au)

## 1. Aslan Counselling and Education Website Privacy

This Privacy Statement applies to all Aslan Counselling and Education owned websites and domains, and our wholly owned subsidiaries (“Aslan Counselling and Education websites.”)

Links to non- Aslan Counselling and Education websites.

The Aslan Counselling and Education websites may provide links to third-party websites for your convenience and information. If you access those links, you will leave the Aslan Counselling and Education website. Aslan Counselling and Education does not control those sites or their privacy practices, which may differ from Aslan Counselling and Education’s.

We do not endorse or make any representations about third-party websites. The Aslan Counselling and Education Privacy Statement does not cover the personal data you choose to give to unrelated third parties. We encourage you to review the privacy policy of any company before submitting your personal information.

Some third-party companies may choose to share their personal data with Aslan Counselling and Education; that sharing is governed by that third-party company’s privacy policy.

## 2. Types of information we collect

This Privacy Statement covers personal information, non-personal data collection and aggregate reporting.

Personal information is information that is associated with your name or personal identity. Aslan Counselling and Education uses personal information to understand better your needs and interests and to provide you with better service. Once you choose to provide us with personal information, you can be assured it will be used only to support your customer relationship with Aslan Counselling and Education.

We take seriously the trust you place in us. Aslan Counselling and Education will not sell, rent or lease your personal information to others.

On some Aslan Counselling and Education websites, you can order products or services, request information, subscribe to marketing or support materials, register yourself or your Aslan Counselling and Education products, or apply for a job at Aslan Counselling and Education. The types of personal information you provide to us on these pages may include name, address, phone number, e-mail address, user IDs and passwords, billing and transaction information, credit card information, contact preferences, educational and employment background, and job interest data.

To personalise our websites, services or communications and improve our products and services, we may also ask you to provide us with information regarding your personal or professional interests, demographics, and experiences with our products or services. Providing this additional information is optional.

Non-personal information is data about usage and service operation that is not associated with a specific personal identity. Aslan Counselling and Education collects and analyses non-personal information to evaluate how visitors use the Aslan Counselling and Education websites. Non-personal data we collect may include the pages visited on the Aslan Counselling and Education websites. Most non-personal data is collected via cookies or other analysis technologies.

Aslan Counselling and Education web pages use cookies, Web beacons and other technologies for data analysis and personalisation services. Aslan Counselling and Education also places ads on other websites that may use cookies.

## 3. Children’s privacy

Aslan Counselling and Education is committed to protecting the privacy needs of children and we encourage parents and guardians to take an active role in their children’s online activities and interests. Aslan Counselling and Education does not knowingly collect information from children under the age of 13 and Aslan Counselling and Education does not target its websites to children under 13.

## 4. How we use your information

Aslan Counselling and Education uses your personal information to provide you with services and to help us better understand your needs and interests. Specifically, we use your information to help you complete a transaction or order, to communicate with you, to provide service and support, to update you on services and benefits, to personalise promotional offers and to personalise some Aslan Counselling and Education websites.

Occasionally we may also use your information to contact you for market research regarding Aslan Counselling and Education products or services. We will give you the opportunity to choose your privacy preferences regarding such communications.

Personal data collected online may also be combined with information you provide Aslan Counselling and Education through other sources such as product registration, call centres or public events such as trade shows or seminars.

Personal data given to Aslan Counselling and Education may be transferred across state and country borders for the purposes of data consolidation, storage and simplified customer information management.

Non-personal data is aggregated for reporting about Aslan Counselling and Education website usability, performance and effectiveness. It is used to improve the customer experience, usability and site content.

## 5. Who we share your information with

Aslan Counselling and Education will not sell, rent or lease your personal information to others. Aslan Counselling and Education will not share your personal information with third parties except in responding to your requests for products or services.

Your permission will be requested when you submit your information. Aslan Counselling and Education shares customer information across Aslan Counselling and Education-owned business entities and companies working on our behalf, but only as described above in “How we use your information.”

Aslan Counselling and Education contracts with third-party service providers and suppliers to deliver complete products, services and customer solutions described in “How we use your information.” Suppliers and service providers are required to keep confidential the information received on behalf of Aslan Counselling and Education and may not use it for any purpose other than to carry out the services they are performing for Aslan Counselling and Education.

These service providers may change or we may contract with additional service providers to better accommodate our customers. Aslan Counselling and Education will not share personal information with any other third parties without your permission, unless required by law enforcement action, subpoena, or local law.

Aslan Counselling and Education or its related entities could merge with or be acquired by another business entity or some or all of their respective assets could be acquired. If such a combination or acquisition occurs, Aslan Counselling and Education will make every reasonable effort to notify you in the event we share with the merging or acquiring entity some or all of your personal information to continue serving you.

## 6. Your choices

Aslan Counselling and Education gives you the choice of receiving a variety of information that complements our products and services.

You can subscribe to receive certain product and service-specific information and Aslan Counselling and Education-wide marketing communications. Aslan Counselling and Education-wide communications may include new product information, special offers, or an invitation to participate in market research.

We give you a choice regarding delivery of Aslan Counselling and Education-wide communications by postal mail, e-mail and telephone.

## 7. Your privacy preferences and opting out

### Non-subscription services

Aslan Counselling and Education will not use your personal information for a different purpose than the one stated when you provided your data. Examples of unrelated uses include sending communications about special offers, product information, and marketing messages. You can, however, choose to receive these types of non-subscription communications by following the instructions below.

Please specify your privacy preferences by writing to the Aslan Counselling and Education Privacy Office – be sure to provide your name, e-mail and postal address in all correspondence.

### Subscription services

To opt-out of receiving communications you have expressly requested (such as e-mail newsletters, software updates, etc.), use any of the following methods:

Write to the Aslan Counselling and Education Privacy Office – be sure to provide your name, e-mail and postal address, and relevant information about your Aslan Counselling and Education subscriptions and registrations. You may also utilise any opt-out links on newsletters.

## 8. Your information and third-party companies

Certain Aslan Counselling and Education services are linked with those from unrelated third-party companies, some which offer you the option to share with both Aslan Counselling and Education and the third party personal data you provide. Examples include the ability to register software products from multiple vendors from a single Aslan Counselling and Education Web page, to request communications from Aslan Counselling and Education marketing or solution partners, or to enable order completion through a reseller.

We will not share your personal information with those third-party companies unless you make that choice.

## 9. Access to and accuracy of your information

Aslan Counselling and Education strives to keep your personal information accurate. We have implemented technology, management processes and policies to maintain customer data accuracy.

We will provide you with access to your information, including making reasonable effort to provide you with online access and the opportunity to change your information.

# PRIVACY POLICY

To protect your privacy and security, we will also take reasonable steps to verify your identity, such as a password and user ID, before granting access to your data.

Certain areas of Aslan Counselling and Education's websites may limit access to specific individuals through the use of passwords and other personal identifiers.

## 10. Keeping your information secure

Aslan Counselling and Education is committed to protecting the information you provide us.

To prevent unauthorised access or disclosure, to maintain data accuracy, and to ensure the appropriate use of the information, Aslan Counselling and Education has in place appropriate physical and managerial procedures to safeguard the information we collect.

## 11. Changes to this Statement

If there are updates to the terms of Aslan Counselling and Education's Online Privacy Statement, we will post those changes and update the revision date in this document, so you will always know what information we collect online, how we use it, and what choices you have.

For material changes to this Statement, Aslan Counselling and Education will provide notification to affected customers.

## **Contact Us**

We value your opinions. If you have any questions or concerns about this privacy policy or our data practices, please contact us at [admin@aslance.com](mailto:admin@aslance.com)

Thank you for trusting us with your personal information. We are committed to its protection and your privacy rights.

*Maggie Maslanka*, Aslan Counselling & Education

22 January 2025

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