

PRIVACY POLICY

Service Tutoring Pty Ltd ABN 40 634 901 830 (**we, our or us**) is committed to protecting your privacy and the confidentiality of any personal information you provide to us through use of our websites (<https://www.servicetutoring.com.au> and <https://www.servicetutoring.com>) (the **websites**), other applications provided us and their services.

This Privacy Policy is an important document so please take the time to read it. If you have any questions, please contact us at the details set out below.

This Privacy Policy complies with the Australian Privacy Principles (APPs), the Privacy Act 1988 and related or associated legislation (collectively the **Privacy Law**). It describes how we may collect, use, disclose, make secure and store your personal information obtained through your use and interaction with the websites, our applications and us.

By using the websites and our applications, you agree to be bound by the terms and conditions of this Privacy Policy.

This Privacy Policy may be updated from time to time and your continued use of the websites and our applications will be deemed as your consent and agreement to the updated terms. This Privacy Policy should also be read in conjunction with the Terms of Use.

Collection of Personal Information and Purpose

We only collect personal information where necessary and relevant to provide you with the best experience possible on the websites, our applications and/or to provide a service to you.

We may collect personal information from you in the course of your interaction with our websites and our applications if you input any personal information into them. If you do not provide certain types of personal information, you may be unable to enjoy the full functionality of the websites, our applications or other services.

The nature of personal information that is held by us will vary depending on the nature of your interaction with us. It may include name and contact details including email address, phone number, or other relevant information such as credit card details and other information relating to payments of amounts from you.

We may collect non-identifying information in relation to your use of the websites and our applications, including IP address, the type of browser you use, the files you request, and the domain name and country from which you request information, to monitor and improve the websites, our applications and services we may provide.

The websites and our applications may use cookies to assist in making your browsing experience better and to allow us to improve the websites and our applications. A 'cookie' is a small text file that allows our server to identify and interact more effectively with your electronic devices. The websites and our applications may also store cookies on your web browser in order to improve service for you on your subsequent visits to the websites our applications. To track usage more generally, we may use third parties to collect statistical data via cookies.

Use and disclosure

We use and disclose your personal information only to fulfil the purpose for which it is collected. We will only disclose your personal information to our service providers, including any financial or banking institutions, who assist us in operating the websites, our applications and providing related services. We will only disclose personal information to an unrelated third party with your consent.

We will retain your personal information for as long as we require it for our purposes or as required under law. When we no longer require it, we will destroy or de-identify the personal information.

You agree that we may contact you by email, telephone or text messages (including by an automatic telephone dialling system) at any of the contact details provided by you or on your behalf in connection

your use of the websites, our applications and our related services, including for marketing purposes. You understand that you are not required to provide this consent as a condition of purchasing any property, goods or services. You also understand that you may opt out of receiving text messages from us at any time, either by texting the word "STOP" to 0488 400 763 using the mobile device that is receiving the messages, or by contacting 0488 400 763. If you do not choose to opt out, we may contact you as outlined in this privacy policy.

Security

We have in place steps to protect the security of your personal information. Although we take all necessary steps to protect your personal information, the internet is subject to security threats (such as *hacking*). Accordingly, we provide no warranty and cannot ensure the security of any information which you provide to us. Any information which you provide to us is at your own risk.

Transfer out of Australia

We may transfer personal information to overseas service providers for the purpose of hosting the websites, our applications and providing related services. These service providers may be located in the USA, UK, Singapore and other countries from time to time. You hereby consent to this transfer.

Notifiable Data Breaches

If despite our efforts to protect the security of your personal information, a suspected data breach occurs, we will quickly determine the extent of the suspected data breach. A data breach may occur if your personal information is lost or subjected to unauthorised access or disclosure.

If we believe that the suspected data breach is likely to result in serious harm to you, we will notify you and the Office of the Australian Information Commissioner as soon as practicable and as required by the Privacy Law. This notification will set out a description of the data breach, the kinds of information concerned, and recommendations about the steps you should take in response to the data breach.

Access and correction of personal information

You have the right to obtain access to and correct the personal information which we hold about you in certain circumstances.

We may charge a reasonable fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested.

If we agree that the personal information requires correction, we will do so as soon as practicable and if there is a delay, we will advise you in writing.

To make a request to access or update any of the personal information we hold about you, please contact our Privacy Officer in writing at servicetutoring2019@gmail.com.

We will require you to verify your identity and specify what information you require.

Minors

You must not use our websites, our applications and our related services, or provide any personal information to us, if you are under the age of 12. If you are under the age of 12, you must ensure that your guardian (including a parent of yours) uses our websites, our applications and our related services, and provides any personal information, on your behalf.

Enquiries and complaints

If you would like further information about the way we manage the personal information we hold, or wish to complain that you believe we have breached the APPs, please contact our Privacy Officer at servicetutoring2019@gmail.com and we will investigate any complaint. We will notify you of a decision in relation to your complaint as soon as practicable after it has been made.

You may also obtain further information regarding the Privacy Law from the Office of the Australian Information Commissioner's website at www.oaic.gov.au.