

Privacy Policy

Purpose

GLOBE COMPETENCY ASSURANCE is committed to ensuring all personal information collected and/or held is handled appropriately, lawfully, openly and transparently, in accordance with all relevant legislation including the *Privacy Act 1988*, the Australian Privacy Principles (APPs) and the Vocational Education and Training (VET) Quality Framework.

To this end GLOBE COMPETENCY ASSURANCE undertakes to use all reasonable endeavours to protect personal information.

Scope

This policy refers to all information collected by GLOBE COMPETENCY ASSURANCE, our Employees, Contractors and Associated Entities regarding participants, clients, consultants, job applicants, employees, contractors and other individuals.

Responsibility

All GLOBE COMPETENCY ASSURANCE Employees, Contractors and Associated Entities have a responsibility to ensure an understanding of this policy, and related legislation, to ensure all information is collected, stored and disseminated in the correct manner.

Collection of Information

GLOBE COMPETENCY ASSURANCE will only collect personal information that relate to enrolment into our courses, carry out normal business functions and comply with legal or regulatory obligations. Personal information includes:

- Name
- Address
- Date of Birth
- Employer (if applicable)
- Gender
- Contact Details
- Payment Details

- Financial Details
- Electronic details such as email address and IP address

Normal business functions, include:

- Providing online training and assessment;
- Informing participants or clients about additional or upcoming available courses and/or services
- Gathering feedback from participants or clients regarding training for GLOBE COMPETENCY ASSURANCE's market analysis and/or course development
- GLOBE COMPETENCY ASSURANCE will not release any personal information to a third party without the written consent of the client. In addition, when collecting personal information GLOBE COMPETENCY ASSURANCE will, as far as is practicable, provide the individual information about the purpose of collection, the types of organisations (if any) to which personal information may be disclosed and any law that requires the particular information to be collected.

Securing information

GLOBE COMPETENCY ASSURANCE will take all reasonable steps to protect held personal information against misuse and loss from unauthorised access, modification and disclosure, by:

- Restricting access to information to appropriate person(s)
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up-to-date virus software
- Password security for computer systems
- Not releasing information to third parties, without prior written permission

Rights to access and change personal information

GLOBE COMPETENCY ASSURANCE may provide access to, or correction of, personal information on request. Where a request has been received GLOBE COMPETENCY ASSURANCE will fulfil the request or advise of the outcome of a request as soon as practicable.

Requesting access to view or to change personal information

GLOBE COMPETENCY ASSURANCE will accept requests via the below means:

- Website: <http://www.globeca.com.au>
- Address: 3/159 Adelaide Tce, East Perth, Western Australia 6004
- Phone: [+61 8 9328 3100](tel:+61893283100)
- Email: contact@globeca.com.au

Breach of Policy

Activities undertaken by a GLOBE COMPETENCY ASSURANCE Employee or Contractor which represent a failure to meet the obligations in this policy may be deemed as misconduct or serious misconduct, resulting in:

- Disciplinary action, up to and including termination of employment or contract;
or
- Civil or criminal penalties as provided by law.

Definitions

Relevant Legislation: This refers to both the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

Disclaimer

GLOBE COMPETENCY ASSURANCE is not liable for any loss, damage, costs, liability or other form of contribution for any confidential or personally identifiable information accessed by a third party, where it is not due to negligence of GLOBE COMPETENCY ASSURANCE, its agents, suppliers, contractors, related corporate bodies, affiliates or associated parties, to the extent permitted by law.

As such GLOBE COMPETENCY ASSURANCE cannot guarantee the security of any data disclosed on-line. Individuals accept the inherent security implications of dealing on-line over the Internet and will not hold GLOBE COMPETENCY ASSURANCE or its agents or suppliers responsible for any breach of security.

Please note: GLOBE COMPETENCY ASSURANCE uses cookies to analyse information about how visitors are using our site and what services they're interested in. The collected information is **anonymous** and logs data like the number of visitors to the site, where the visitors came from to get to the site and the pages they visited on the site. Your name and other personal information is never made available to GLOBE COMPETENCY ASSURANCE through the use of cookies.

Cancellation and Refund Policy

Cancellations or Variations

All cancellations or variations to course bookings must be received in writing. A refund will be offered at the discretion of the Chief Technical Officer or delegated team member.

Assurance Audit Failure

No refunds will be given if a participant fails to participate in an audit to its successful completion.

Down time issues

If GLOBE COMPETENCY ASSURANCE is responsible for cancelling a course due to technical downtime issues caused by us, participants are entitled to a full refund. Generally GLOBE COMPETENCY ASSURANCE will offer the participant alternate dates to complete the course.

Payment

Course completion and acknowledgements may be withheld by GLOBE COMPETENCY ASSURANCE until the full course payment is received.

Exceptional Circumstances

GLOBE COMPETENCY ASSURANCE aims to be flexible and accommodating with all procedures and recognises that in some cases there are exceptional circumstances in which a charge may not be incurred.