

The Social Skills Training Institute Privacy Statement

Introduction

The Social Skills Training Institute is committed to upholding and protecting personal information of all Trainers, Providers, participants in its Training Courses, clients and customers (all of whom are collectively referred to hereafter as “consumers”).

With our own Privacy Policy, The Social Skills Training Institute also complies with the National Privacy Principles and the Commonwealth of Australia’s Privacy Act 1988 as amended.

We recognise that you as our consumer may have concern about your privacy and confidentiality whilst conducting transactions with us whether online, by phone, fax, mail, or in person.

The following Privacy Statement has been established to outline the processes and procedures involved with personal consumer information. This Privacy Statement covers all personal information collected by The Social Skills Training Institute via all channels (website, phone, fax, mail, email, or in person). Unless a consumer provides us with explicit consent to act otherwise, the following policy will govern how we handle consumer personal information and safeguard their privacy.

If you have any further enquiries or concerns, or believe we have breached your privacy please contact us on (07) 3367 1212 alternatively you can email us at privacy@sst-institute.net.

Collection of Personal Information

The nature of personal information collected by The Social Skills Training Institute generally comprises name, address, age, professional qualifications, name of employer, address of employer, position in the employer’s organisation, contact details (phone numbers, fax numbers, email address) and credit card details.

For statistical purposes, we may collect and analyse traffic on our website. This is done solely by tracking web site activity from our web server and in no way can customers be identified. When online transaction occurs, a temporary 'cookie' is used to connect the customer's browser to our server until the transaction is complete. A 'cookie' is a message given to a web browser by a web server that allows the server to identify and interact more effectively with your computer.

We will not collect personal information from you that may reveal your racial or ethnic origin, political, religious or philosophical view point, sexual preferences, disability or other trade or professional unions.

How your personal information is used

Personal information collected is used for several purposes such as to enable us to inform you, as one of our consumers, of new developments in the SAS Program, the availability of new training and resources (such as books, DVDs and any other SAS-related products), and to facilitate the shipment of resources, and, in the case of participants in our SAS Training Courses to track progress through the courses.

The Social Skills Training Institute may from time to time use your personal information for the purpose of market research and/or direct marketing in relation to promotional activities. At any time you are able to request that we discontinue sending you any promotional information or that you be deleted from our system.

Additionally, if you were to participate in sessions conducted by our clinicians you may also disclose sensitive information to us. Should you do so, this will be used only to help our clinician better service your individual needs.

Disclosure of Personal Information

Subject to the proviso below, the personal information that The Social Skills Training Institute collects from you will always remain confidential.

Subject to the proviso below, The Social Skills Training Institute will not sell, rent, license, or disclose all or part of your information to any non-related party.

The proviso to the above relates to our contracting out a number of services from time to time. Upon those occasions our contractors may see some of your personal information such as name, address, and contact details (phone numbers, fax numbers, email address).

Typically our contractors would include:

- IT Contractors and database designers;
- Mail Distributors;
- Conference and Events Organisers; and
- those providing services relating to marketing support, deliveries, and market research

Security of your Personal Information

The Social Skills Training Institute is committed to providing secure storage for your personal information. We will take all reasonable steps to protect your information from loss, misuse or alterations. Only authorised personnel have access to your private information.

The Quality of Personal Information.

At The Social Skills Training Institute we aim to ensure that your personal information is accurate, complete and up to date.

If you believe that we don't have accurate, complete or up to date information about you, please contact us and we will use all reasonable steps to correct the information.

Access to Personal Information

You can request access to your personal information. A written request letter is needed for us to process your application; we will endeavour to respond to your request within 30 days.

If The Social Skills Training Institute denies you access to your personal information, we will provide you reasons for the denial. Reasons may include:

- The request for access is frivolous or vexatious
- Providing access may be unlawful
- Providing access would pose a serious and imminent threat to the health of any individual.
- Providing access would have an unreasonable impact on the privacy of other individuals.

Changes to this Statement

The Social Skills Training Institute may from time to time, make changes to this Privacy Statement. We will publish those changes on our website www.sst-institute.net.

Further information regarding the Australian Privacy Act or your privacy rights can be obtained from the Federal Privacy Commissioner's website at <http://www.privacy.gov.au/>

Our Contact Details

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(Note: please mark any written communication "Attention the Privacy Officer")