

Dimarcorp Academy Privacy Policy ("Privacy Policy")

Dimarcorp Academy Pty Ltd (ABN 84 667 684 871) of PO Box 360 Southport BC QLD 4217 and its related entities, subsidiaries and affiliates (collectively, "Dimarcorp Academy", "we", "us", or "our") and its website located at <https://dimarcorpacademy.com.au>, are committed to complying with the Australian Privacy Principles ("APPs") under the Privacy Act 1988 (Cth) ("Privacy Act") when handling personal information.

This Privacy Policy sets out how Dimarcorp Academy will handle personal information and how you can contact us if you have any questions about personal information that we hold about you. In this Privacy Policy, the terms "you" and "your" refer to any individual about whom Dimarcorp Academy collects personal information.

When Dimarcorp Academy deals with organisations, it may collect personal information about individuals who are employees, directors, or principals of those organisations or their associates. If you are an organisation and you provide Dimarcorp Academy with personal information, or are otherwise aware that Dimarcorp Academy has collected personal information, about such individuals, you are asked to assist Dimarcorp Academy referring the relevant individuals to this Privacy Policy.

If you provide Dimarcorp Academy with personal information about another person, you must ensure that you have informed that person of the existence and terms of this Privacy Policy.

Before you provide Dimarcorp Academy with personal information about an individual that is health information or other sensitive information, you must ensure that you have obtained the individual's consent to disclose that information to Dimarcorp Academy.

1. What information is Personal Information under the Australian Privacy Principles (APPs)?

Personal information, as defined in the Australian Privacy Principles (APPs), is any information or opinion (whether true or not and whether recorded in a material form or not) about an identified individual, or an individual who is reasonably identifiable. Examples of personal information include an individual's name, address, contact number, and email address.

Sensitive information is a subset of personal information that is subject to additional privacy protections under the APPs. Sensitive information includes health information, genetic information, biometric information, and other information or opinions about an individual, such as racial or ethnic origin, membership of a political association, religious or philosophical beliefs, sexual orientation or practices, or criminal record.

2. What personal information does Dimarcorp Academy collect and hold?

Dimarcorp Academy collects and holds a variety of personal information in carrying out our business and operations. The types of personal information we collect and hold about you will vary depending on the nature of our relationship with you and the circumstances of collection. For example, we may collect personal information from you as a customer, provider, job seeker, or in some other capacity.

You have the right to refuse to provide Dimarcorp Academy with any personal information that we request. However, if you do so, we may not be able to provide you with some or all of the services you have requested. If you have any concerns about the personal information that we have requested, please do not hesitate to contact us. We cannot provide our services to you if you choose not to identify yourself or use a pseudonym.

2.1 Clients and potential clients of Dimarcorp Academy

Dimarcorp Academy collect and hold a variety of personal information about our clients and potential clients, depending on the circumstances of collection and the type of service requested. This personal information may include:

- Name
- Contact details (email address, mailing address, street address, and/or telephone number)
- Demographic information (such as postcode)
- Preferences and/or opinions
- Information provided through customer surveys.
- Details of products and services provided to you and/or that you have enquired about, and our response to you.
- Additional personal information provided to us, directly or indirectly, through your use of our website <https://www.dimarcorpacademy.com.au> ("Site"), associated applications, associated social media platforms, and/or accounts from which you permit us to collect information.
- Information about your access and use of our Site, including through the use of Internet cookies, your communications with our Site, the type of browser you are using, the type of operating system you are using, and the domain name of your Internet service provider.

Dimarcorp Academy may also collect and hold personal information about our customers and potential customers that is sensitive information under the Privacy Act, if relevant to the request made or the service being provided.

2.2 Job Seekers

Dimarcorp Academy collects personal information from individuals who apply for employment with Dimarcorp Academy (collectively, "job seekers"). This personal information may include the job seeker's name, contact details, residency status, qualifications, and work history. Dimarcorp Academy will generally collect this information directly from the job seeker.

Dimarcorp Academy may also collect personal information about job seekers from third parties, such as recruitment agencies or referees nominated by the job seeker. Before offering a position to a job seeker, Dimarcorp Academy may collect additional personal information, such as the job seeker's tax file number, superannuation information, and other information necessary to conduct background checks to determine the job seeker's suitability for certain positions.

2.3 Individuals other than our customers, potential customers, and job seekers

Dimarcorp Academy may collect personal information about individuals other than its customers, potential customers, and job applicants (collectively, "other individuals"). This may include:

- Individuals who participate in events Dimarcorp Academy is involved with, including customers and members of the public;
- Individual service providers, care providers, and contractors to Dimarcorp Academy;
- Other individuals who interact with Dimarcorp Academy on a commercial basis, such as vendors, suppliers, providers and business partners.

The types of personal information that Dimarcorp Academy collects about other individuals will vary depending on the individual's relationship with Dimarcorp Academy. Generally, Dimarcorp Academy may collect the individual's name, contact details, role or position title, and information regarding its interactions and transactions with the individual.

3. By what means does Dimarcorp Academy collect personal information?

Dimarcorp Academy collects personal information that is reasonably necessary to carry out our business, to assess and manage the needs of our clients, and to provide services, that encompasses supporting staff members in their educational needs. We may also collect information to fulfill administrative functions associated with these services.

We may collect personal information from you directly, including over a call or in the course of our dealings with you, for example when you:

- provide personal information to us, such as when you request information on education programs or send us a direct query, subscribe to our email or other communications, enter a competition, provide feedback to us, or otherwise interact with us;
- visit our website or social media channels; or
- apply for employment or engagement with us.

We may also collect personal information about you from other people or organisations, such as:

- a person who makes enquiries about our services on your behalf or who otherwise interacts with us on your behalf (such as a family member, friend, or other representative);

- recruitment agencies and previous employers, if you have applied for a position with us and with your consent; and
- our service providers and contractors (including IT service providers and payroll providers).

If we receive personal information about you from a third party, including over a call, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about someone else, you represent and warrant that you have such person's consent to provide their personal information to us.

4. By what means and for what purposes does Dimarcorp Academy use personal information?

Dimarcorp Academy may use personal information for the following purposes:

- To provide you with our services;
- To enable you to access and use our website, associated applications, and associated social media platforms;
- To refer you to our facilitators
- To contact and communicate with you;
- For internal record keeping and administrative purposes;
- For quality assurance purposes and training, which may include converting call recordings into transcripts for internal purposes only;
- To answer any queries or complaints you may have about our services;
- For analytics, market research, and business development, including to operate and improve our website, associated applications, and associated social media platforms;
- To run competitions and/or offer additional benefits to you;
- For advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you;
- To carry out internal functions, including training;
- To comply with our legal obligations and resolve any disputes that we may have; and
- To consider your employment application or application for engagement with us.

5. By what means and to what entities or persons does Dimarcorp Academy disclose personal information?

Dimarcorp Academy may disclose personal information:

- To third-party service providers, for the purpose of enabling them to provide their services to us, such as IT service providers, data storage providers, web hosting providers, server providers, maintenance providers, problem-solving providers, marketing providers, advertising providers, professional advisors, and industry contacts;
- To our employees, contractors, and related entities;
- To our existing or potential agents or business partners;

- To any person to whom our business or assets (or any part of them) are, or may be in good faith, transferred;
- To courts, tribunals, regulatory authorities, and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise, or defend our legal rights;
- To third parties, including agents or subcontractors, who assist us in providing information, products, services, or direct marketing to you; and
- To third parties to collect and process data, such as Google Analytics.

We will not adopt your Medicare number as our own when disclosing your personal information. We will only disclose your Medicare number as reasonably necessary to provide our services to you.

6. Does Dimarcorp Academy transfer personal information to jurisdictions outside of Australia?

Dimarcorp Academy may transfer personal information to third-party service providers located outside of Australia in order to provide our services to you.

By providing us with personal information, you expressly consent to the transfer, storage, and processing of your personal information by third-party service providers located outside of Australia. You understand and acknowledge that countries outside of Australia may not have the same privacy protection laws as Australia. You also understand that in these circumstances, Australian Privacy Principle 8 (APP 8) will not apply, and that the third-party service provider will not be accountable under the Privacy Act if it handles your personal information in breach of the APPs. You will also not be able to seek redress under the Privacy Act in these circumstances.

If you do not consent to the transfer of your personal information outside of Australia, you should not provide us with your personal information. You can also contact us to withdraw your consent at any time.

7. In what manner does Dimarcorp Academy collect, hold, use and disclose sensitive information?

Dimarcorp Academy may collect sensitive information in limited circumstances. We generally limit the collection of sensitive information, but we may collect sensitive information from you if it is necessary to provide you with our services. We will not collect sensitive information from you without your consent. We will use sensitive information only for the purposes for which it was collected.

8. Does Dimarcorp Academy use personal information to send you direct marketing communications?

Dimarcorp Academy may use personal information for the purposes of advertising and marketing, including sending promotional information about our products and services and information about third parties that we believe may be of interest to you.

To unsubscribe from our email database or opt-out of communications (including marketing communications), you may contact us using the details provided below or use the opt-out facilities provided in the communication.

If you have previously consented to us using your personal information for direct marketing purposes, you may withdraw your consent at any time by contacting us using the details provided in Section 13 of this Privacy Policy.

9. How does Dimarcorp Academy store and use personal information?

Dimarcorp Academy generally store personal information in computer systems, including computer systems operated by our service providers.

We take reasonable steps to protect personal information from unauthorised use, interference, loss, access, modification, or disclosure. This includes implementing physical, electronic, and managerial procedures and taking appropriate security measures to protect electronic materials and requiring our service providers to do so.

We cannot guarantee the security of any information transmitted to or from us over the internet. Although we take steps to safeguard against unauthorised disclosures of information, we cannot assure you that personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

When personal information is no longer required, we will take reasonable steps to de-identify or destroy it, subject to applicable laws and regulations.

10. How does Dimarcorp Academy use Cookies and Web Beacons

Dimarcorp Academy may use cookies on its Website from time to time. Cookies are small data files that are stored on the computer or mobile device that you use to view a website and that contain information about your use of the Website. Cookies, by themselves, do not reveal your email address or other personally identifiable information. However, they may collect information such as your server address, top level domain name (e.g., .com.au, .com), the date and time of your visit, the pages you accessed and documents you downloaded during your visit, the previous website you visited, if you have visited the Website before, and the type of browser you are using.

Cookies may allow third parties, such as Google and Facebook, to deliver targeted advertising to you on social media and other websites as part of our retargeting campaigns. If and when you provide Dimarcorp Academy with personal information, this information may be linked to the data stored in the cookie.

We may employ web beacons intermittently on our Site. Web Beacons, alternatively referred to as Clear GIFs, are diminutive code segments inserted into a web page to scrutinise visitor behaviour and amass information regarding the visitor's perusal of a web page. To illustrate, Web Beacons can be deployed for tallying users who visit a web page or for transmitting a cookie to the browser of a visitor viewing that page. In every instance, we utilise cookies

and/or Web Beacons for the purpose of upholding our servers, enhancing, and tailoring your experience on our website and with our services.

References to External Websites

Our Site may feature hyperlinks to external websites. We assert no control over said websites, and we disclaim responsibility for the safeguarding and confidentiality of any personal information divulged during visits to those websites. The privacy practices of those external websites are not subject to the provisions delineated in this Privacy Policy.

11. Modifications to Our Privacy Policy

We reserve the right to modify this Privacy Policy at our sole discretion and at any time. Such amendments will be effectuated by posting the revised Privacy Policy on our Site. We advise you to routinely review our Site to stay informed of the prevailing terms outlined in our Privacy Policy.

12. Your entitlements for Accessing and Rectifying Your Personal Information

You retain the right to request information regarding the personal data we possess about you. While we typically grant access to your personal information, a fee may be charged to cover the expenses associated with retrieving and furnishing the information. In specific situations, as delineated in the Privacy Act, we may decline to disclose certain personal information. Should you perceive any information we retain about you as inaccurate, outdated, incomplete, irrelevant, or misleading, we encourage you to engage with us using the contact details outlined in Section 13 of this Privacy Policy.

13. Procedure for Lodging a Complaint

In the event that you are of the opinion that we have contravened the Australian Privacy Principles (APPs) and desire to register a complaint, kindly reach out to us using the provided contact information and furnish comprehensive particulars pertaining to the purported breach.

Dimarcorp Academy Pty Ltd
ABN 84 667 684 871
PO Box 360
Southport BC QLD 4217

Phone: 1300 85 00 77
Email: academy@dimarcorp.com.au

Kindly address your communication to the attention of the Privacy Officer.

We commit to promptly investigating your complaint and furnish you with a written response, explaining the findings of our inquiry and the remedial measures we intend to undertake in addressing your complaint.

Should our response or the manner in which we handled your complaint prove unsatisfactory, you retain the option to escalate your complaint to the Office of the Australian Information Commissioner (OAIC) at the following address:

Office of the Australian Information Commissioner (OAIC) GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
TTY: 1800 620 241
Email: enquiries@oaic.gov.au

Should you have any questions or concerns regarding our Privacy Policy, please do not hesitate to reach out to us using the mentioned contact details.

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