
PRIVACY - POLICY & PROCEDURE

1. Purpose & Scope

Glasser Australia is a not-for-profit organisation that delivers training in **Choice Theory, Reality Therapy, Lead Management, and Quality School Education.**

We are committed to protecting your privacy and handling your personal information in a secure, transparent, and respectful way.

This policy explains:

- What personal information we collect
- Why we collect it and how we use it
- How we store, protect, and dispose of it
- Your rights to access and correct your information
- What happens if there's a data breach

This policy applies to all Glasser Australia staff, contractors, trainers, and volunteers.

2. Our Commitment to Privacy

We follow the **Australian Privacy Principles (APPs)** under the **Privacy Act 1988 (Cth)** and comply with the **Notifiable Data Breaches (NDB) scheme.**

You can read more about these principles at the Office of the Australian Information Commissioner (**OAIC**) website: www.oaic.gov.au.

3. What Information We Collect

We collect personal information needed to deliver our services and maintain training records. This may include:

- Name, address, email, and phone number
- Date of birth and occupation
- Training enrolment and accreditation details
- Records of your participation in courses, conferences, or events
- Payment and invoicing details (where applicable)

Sensitive information (e.g., health information, cultural background, or membership of professional bodies) will only be collected with your consent or as required by law.

4. How We Collect Your Information

We collect information in several ways, including:

- Enrolment and registration forms (online or paper)
- Direct communication (email, phone, in-person)
- Our website and digital platforms (which may use cookies or analytics tools)
- From third parties (with your consent or as permitted by law)

Wherever possible, we collect information **directly from you**.

5. Why We Collect and Use Your Information

We collect personal information so we can:

- Deliver training, accreditation, and support services
- Maintain accurate training and membership records
- Communicate with you about courses, updates, and events
- Process payments and manage accounts
- Comply with legal and regulatory requirements

You can **opt out of marketing communications** at any time by contacting us.

6. How We Store and Protect Your Information

We take reasonable steps to protect your personal information from misuse, loss, and unauthorised access. This includes:

- Secure storage (electronic and physical)
- Password-protected systems
- Access limited to authorised staff

We retain personal information for as long as necessary to provide services and comply with legal obligations. Training and accreditation records are kept for a **minimum of 7 years** (or longer where required).

When no longer needed, information is securely destroyed or de-identified.

7. Data Breach Notifications

Glasser Australia complies with the **Notifiable Data Breaches (NDB) scheme**.

If we experience a data breach likely to cause serious harm, we will:

- Promptly assess the situation
- Notify affected individuals with details of the breach and how to protect themselves
- Notify the **Office of the Australian Information Commissioner (OAIC)**

We also maintain internal procedures for preventing, detecting, and responding to potential data breaches.

8. Sharing Your Information

We do not sell or rent your personal information.

We may share information:

- With third parties you have consented to (e.g., accrediting bodies)
 - Where required or authorised by law
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9. Accessing and Correcting Your Information

You can request access to the personal information we hold about you and ask for corrections if it's inaccurate, incomplete, or out of date.

To do this, please contact us (see Section 11). We may need to verify your identity before releasing information.

10. Complaints

If you have a concern about how we handle your personal information, please contact us.

If you are not satisfied with our response, you can lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

11. Contact Us

Glasser Australia

Flinders View QLD 4305

Phone: 0427 667 385

Email: gaadmin@glasseraustralia.com.au

Website: www.glasseraustralia.com

GLASSER AUSTRALIA (GA) PRIVACY POLICY & PROCEDURE

POLICY REVIEW

This policy is reviewed **every two years** or sooner if there are changes to privacy laws or our practices.

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| Policy Title | Privacy Policy | | |
| Reviewed by | Rebecca Lane | | |
| Adopted by | Glasser Australia Board | | |
| Adoption Date | July 2025 | Next Review Date | July 2027 |
| Version | 2.0 | | |