

## **Privacy Policy - Our Commitment**

We take your privacy seriously at Riley & Riley. The statement that follows explains how we collect, use, disclose and protect the information we collect from you. It is our Privacy Policy. If you have any concerns about how we have collected, used or protected your personal information, please do contact me directly by e-mail at [kevin.riley@riley-riley.com.au](mailto:kevin.riley@riley-riley.com.au) or by phone on 1800 254 006.

**Kevin Riley**  
**Managing Director**

(The Privacy Policy was last revised on 1 May 2011).

## **Riley & Riley Privacy Policy**

### **Collection of Information**

We collect and store information that is necessary to offer, provide and improve our services. Information provided is not disclosed to third parties, with the exception of service and benefit providers, acting in confidence, on our behalf and as authorised by you.

No personal information is collected when you browse our website anonymously. Browsing is anonymous until personal information is required to make an enquiry or book a course.

Information collected is kept for as long as it is needed to service your account or provide services and products requested by you. When your information is no longer needed for these purposes we will destroy or permanently render anonymous any information held about you.

Information collected through evaluation surveys is also kept only for as long as is necessary to inform us on the evaluation questions asked. Original information provided by you is collected through secure internet service provider servers and maintained on hard drives on our premises. De-identified data may be used in informing us on the evaluation questions asked. Upon completion of the evaluation assignments and submission of reports, the original information you provided you is removed from our hard drives. Any original data provided by you in a paper-based form (letters or hard copy survey forms) are shredded upon completion of the evaluation assignment.

### **Use and Disclosure of Information**

The primary purpose in collecting your information is to fulfill our business commitments to you in providing education and training and consultancy, services and to improve these services to you. We may use the information you provide to help improve the services we deliver to you, measure consumer interest in our services, inform you of our other services or to comply with requirements under the law.

We do not permit third parties to use information about you other than to perform the services that we have contracted with them to provide. All suppliers, agents and third party companies sign a confidentiality agreement with us before any personal information is disclosed. To date, we have never deliberately or knowingly provided personal information to suppliers, agents or third parties without explicit consent.

***We do not sell personal information to third parties.***

### **Links to Other Websites**

We have links to third party websites that provide additional services and benefits. We take all reasonable steps to ensure that third parties have and enforce an adequate Privacy Policy. The Privacy Policy of a third party may be different to ours and we recommend you carefully review any third party's Privacy Policy before using products and services.

## **Storage and Security of Personal Information**

We will use all reasonable endeavours to ensure that you only provide personal information in a secure environment and when the information is no longer needed it will be destroyed or permanently rendered anonymous.

We protect the security of your financial information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information, you input. We operate secure data networks protected by an industry standard firewall and password protection system. We also take care to ensure that we have security measures in place to protect against the loss, misuse, unauthorised access, alteration, modification or disclosure of your user data under our control. Notwithstanding the fact that we take all reasonable steps to protect your personal data including the use of encryption technology, we cannot guarantee the security of any data you disclose on line. You can help us keep your personal information secure by ensuring that any password you use on our web site or online environment is kept strictly confidential, and by logging off when you have finished using a shared computer.

We limit employee access to the servers and databases that store user information. We have taken all reasonable steps to prevent unauthorised access, disclosure, loss, misuse or alteration of data.

You should be aware of the inherent risks associated with the transmission of information via the Internet.

## **Accessing and Changing Your Personal Information**

We attempt to ensure that all personal information collected and stored is correct and accurate. You are entitled to request reasonable access to the information we hold about you. If you wish to access and/or correct any information held by us please e-mail: [office@riley-riley.com.au](mailto:office@riley-riley.com.au)

For privacy issues or concerns, please contact our Privacy Officer at: Privacy Officer, Riley & Riley, GPO Box 2447, Canberra, ACT 2601 or phone: 1800 254 006 or e-mail: [office@riley-riley.com.au](mailto:office@riley-riley.com.au) .

## **Complaints Resolution**

Riley & Riley is committed to providing its clients with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint, we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in us and our services.

If you have a complaint please send an e-mail to me, Kevin Riley, Managing Director at [kevin.riley@riley-riley.com.au](mailto:kevin.riley@riley-riley.com.au) or phone me on 1800 254 006. We will endeavour to investigate and advise you of the outcome of a complaint within 21 days of receipt of such complaint.

## **Liability Disclaimer**

Riley & Riley will use all reasonable endeavours to protect and keep confidential any personal information in its possession in relation to its clients, students, subscribers or web-site visitors. If confidential or personal information is accessed by a third party, whether by negligence or otherwise by us, our agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, Riley & Riley is not liable for any loss, damage, costs, liability or other form of contribution.

We are constantly improving our web-site and online learning environment and the tools you can use to manage the data that you provide to us. Please refer to this page from time to time to see any new policies about the use of these new features.

## **Further Information on Privacy**

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at: <http://www.privacy.gov.au> .