

Privacy Policy

Last Updated: 30/10/2024

Hire-Ed Pty Ltd., ("we," "our," or "us") values your privacy and is committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with Australian Privacy Law and the Australian Privacy Principles.

1. What Personal Information We Collect

We collect personal information that is necessary for us to provide our services to you. This may include:

- **Account Information:** such as your name, email address, contact details, and any other identifying information you provide when creating an account.
- **Usage Data:** including information on how you interact with our platform, such as course completion, session times, and learning progress.
- **Payment Information:** when you make a purchase, we may collect billing details and payment information, which may be processed by a third-party payment provider.
- **Technical Information:** such as IP address, browser type, device information, and cookies.

2. How We Collect Personal Information

We collect your personal information through:

- **Direct Interaction:** when you create an account, subscribe to our services, participate in courses, submit feedback, or contact our support team.
- **Automated Technologies:** such as cookies and similar tracking technologies, which gather data as you interact with our Platform.
- **Third Parties:** where applicable, from service providers who process payments or facilitate authentication.

3. Why We Collect and Use Your Personal Information

We collect and use your personal information to:

- Provide, operate, and improve our Platform and services.
- Process transactions, manage billing, and send purchase confirmations.
- Communicate with you about your account, subscriptions, updates, and promotional offers (where permitted).
- Personalise your experience on our Platform and tailor educational content based on your preferences.
- Comply with legal and regulatory obligations.

4. Disclosure of Personal Information

We may disclose your personal information to:

- **Service Providers:** third-party providers who help us operate our business, including payment processors, IT service providers, and analytics providers.
- **Legal Compliance:** if required by law or in response to a court order, law enforcement request, or other legal process.
- **Business Transfers:** in the event of a merger, acquisition, or sale of all or part of our assets, where personal information may be transferred as part of that transaction.

5. Cross-Border Disclosure of Personal Information

We may transfer your personal information outside Australia, including to third-party service providers based in other countries. If this occurs, we will take reasonable steps to ensure these parties comply with the Australian Privacy Principles and provide adequate data protection.

6. Data Security

We take reasonable steps to protect your personal information from misuse, loss, and unauthorised access, modification, or disclosure. Security measures include encryption, secure servers, and access control procedures. However, no transmission over the Internet is entirely secure, so we cannot guarantee absolute security.

7. Access to and Correction of Personal Information

You have the right to access the personal information we hold about you and request corrections if it is inaccurate or outdated. If you wish to access, correct, or update your information, please contact us at jake@hire-ed.com.au.

8. Your Choices and Rights

- **Marketing Communications:** You may opt out of receiving marketing emails by following the unsubscribe link in our emails or contacting us directly.
- **Cookies and Tracking:** You can manage your cookie preferences through your browser settings. Note that disabling cookies may affect the functionality of our Platform.

9. Retention of Personal Information

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected and as required by law.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last Updated" date. Continued use of our Platform after changes indicates your acceptance.

11. Contact Us

If you have questions, concerns, or feedback about this Privacy Policy, or if you would like to make a complaint, please contact our Privacy Officer at:

Email: jake@hire-ed.com.au

If we cannot resolve your complaint, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

