

Teach Ted Pty Ltd Privacy Policy

As at 1 May 2019

PARTIES

Provider means Teach Ted Pty Ltd (ABN 31 630 223 639) of PO Box 4197 Oatley West NSW 2223, contactable on chat@teached.com.au

Individuals means individuals generally, and may include you, the person reading this privacy policy.

1. Introduction

While providing the Services, Provider collects Personal Information about Individuals. This document describes how the Provider collects, stores, uses and discloses Personal Information.

2. What Information is Collected

Provider may collect the following types of Personal Information about Individuals:

- (a) names;
- (b) addresses;
- (c) email addresses;
- (d) telephone numbers;
- (e) computer device information;
- (f) location information;
- (g) IP addresses;
- (h) details of products or services that Provider has provided to Individuals;
- (i) records of, or notes on communications between Provider and Individuals; and
- (j) whatever personal information is included in content Individuals posts on the Service or on the website of Provider.

3. Sensitive Information

Provider may collect sensitive information about Individuals, including Personal Information about Individuals:

- (a) health, health services, health records or health preferences.

4. How Information is Collected

Provider may collect Personal Information about Individuals using the following methods:

- (a) Customer surveys;
- (b) from Provider's website;
- (c) from Individuals' communications with Provider;
- (d) automated analysis of Individuals' use of Provider's services;
- (e) from Provider's app;
- (f) through market research; and
- (g) from linked social networking accounts.

5. How information is used

Provider may collect, use, hold and disclose Personal Information in order to:

- (a) enable Individuals to use Provider's services;
- (b) perform analysis of the typical use of Provider's services;
- (c) communicate with Individuals;

- (d) send marketing and promotional messages to Individuals;
- (e) run contests or other promotional activities;
- (f) comply with the law;
- (g) enforce agreements with third parties; and
- (h) process payments.

6. How Information is Held and Secured

Provider may hold Personal Information about Individuals using the following methods:

- (a) digitally; and
- (b) using third party digital storage services.

Provider ensures that Personal Information is protected from unauthorised access by:

- (c) passwords;
- (d) SSL encryption; and
- (e) the use of reputable electronic infrastructure providers.

7. Deletion of Personal Information

Provider deletes Personal Information when:

- (a) Individuals request its deletion and it is reasonable to comply.

8. Disclosures of Information

Provider may disclose Personal Information to:

- (a) Provider's employees;
- (b) professional advisors;
- (c) third party service providers;
- (d) payment systems operators;
- (e) regulatory bodies; and
- (f) courts of law.

9. Hosting Personal Information

The Service permits Individuals or Organisations to collect, store, process, disclose, publish, or post online, Personal Information. It does so, for example, by:

- (a) allowing people to post comments, messages or other information online;
- (b) allowing people to share activity on social networks; and
- (c) allowing people to give credit card details to payment processors.

In these cases, the handling of Personal Information may occur without Provider's direct knowledge or control.

10. Cross Border Movement of Information

Provider may disclose personal information to organisations outside of Australia such as, cloud storage providers located in the United States. By using the Services, Individuals consent to the disclosure of their Personal Information to overseas recipients.

Provider will make a good faith effort to ensure that overseas recipients deal with Personal Information in a way that is consistent with the principles of the Privacy Act, but Individuals will not have the same rights in relation to overseas recipients who handle their information as they would with Australian recipients.

11. Complaints, Inquiries and Requests

Under privacy law, Individuals have rights to access and correct Personal Information about them held by the Provider.

Requests for access, correction, and privacy questions or complaints should be directed to Provider on chat@teached.com.au.

When Individuals communicate a complaint to Provider, Provider will respond within 30 days, and seek to resolve the complaint entirely within 6 weeks if the nature of the complaint permits it.

Provider will make a reasonable effort to resolve the complaints or questions of Individuals, and where Provider is unable to do so, Provider will attempt to explain why it is unable to do so.

If Individuals consider a matter remains unresolved, Individuals may contact the Office of the Australian Information Commissioner (OAIC) (<http://oaic.gov.au>).

12. Changes to this policy

Provider may, at its discretion, change this document in the future.

DEFINITIONS

1. Organisation, Organisations

means an organisation using the Services.

2. Personal Information

means any information or an opinion about an identified individual, or an individual who is reasonably identifiable.

3. Privacy Act

means the *Privacy Act (1988) Cth*

4. Service, Services

means Teach Ted, a provider of digital and hard copy tools to support families.