

The Aquila Training Centre (The Aquila Centre) Privacy Policy

The Aquila Centre is committed to protecting your privacy and handling your personal information responsibly and in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), where applicable.

This Privacy Policy explains how The Aquila Centre collects, holds, uses and discloses personal information in connection with our website, online training programs, courses, resources and related services.

For the purposes of this Privacy Policy, "The Aquila Centre", "we", "us" and "our" refers to The Aquila Centre.

1. What personal information do we collect?

Depending on how you interact with us, we may collect personal information including:

- Your name;
- Email address;
- Contact details;
- Billing and transaction information;
- Information relating to your course enrolment and account;
- Information about your use of our online training, including course progress, completion and assessment or feedback responses;
- Information you voluntarily provide through feedback forms, surveys, enquiries or other communications;
- Professional information you choose to provide, such as your occupation, professional registration or qualifications;
- Information relating to purchases of our courses, training programs and resources; and
- Technical information collected when you use our website or online training platform, such as IP address, browser type, device information and website usage information.

We generally do not require you to provide sensitive information in order to purchase or participate in our online training.

If you voluntarily provide sensitive information in a feedback form, survey, enquiry or other communication, we will handle that information in accordance with applicable privacy laws.

Please do not provide identifying information about clients or patients. Our training is intended for health and mental health professionals. You should not provide information that identifies, or could reasonably identify, a client, patient, family member or other individual when participating in our training, completing feedback forms, submitting questions or communicating with us.

Where clinical examples are discussed, please ensure that all information is appropriately de-identified.

2. How do we collect personal information?

We may collect personal information directly from you when you:

- Purchase or enrol in an online training program;
- Create an account with us;
- Complete a registration or checkout form;
- Access or use our online training platform;
- Download training resources;
- Complete a feedback form or survey;
- Contact us by email or through our website;
- Subscribe to receive communications from us; or
- Otherwise interact with The Aquila Centre.

We may also receive certain information from third-party service providers involved in providing our online training, payment processing, website and related services.

We generally collect personal information directly from you where it is reasonably practicable to do so.

3. Why do we collect and use your personal information?

We may collect, hold, use and disclose your personal information for purposes including:

- Processing purchases and payments;
- Registering and enrolling you in our online training;
- Providing you with access to courses and training resources;
- Administering your Thinkific account;
- Communicating with you about your purchase, enrolment or access to training;
- Providing customer support;
- Recording course progress and completion where applicable;
- Providing certificates or confirmation of completion where applicable;
- Obtaining feedback about our training and improving our courses and resources;
- Administering our business and maintaining appropriate business records;
- Responding to enquiries and requests;
- Sending you information about our services, training programs or resources where permitted by law and in accordance with your preferences;
- Maintaining the security and functionality of our website and online training platform;
- Complying with legal and regulatory obligations; and
- Protecting our legal rights and interests.

We will not use your personal information for purposes that are unrelated to those described above unless permitted or required by law or otherwise with your consent.

4. Online training platform and third-party service providers

Our online training may be delivered through third-party technology platforms, including Thinkific.

We may also use third-party service providers for functions such as:

- Payment processing;
- Website hosting and management;
- Email communications;
- Analytics;
- Cloud storage;
- Customer relationship management; and
- Other technology and administrative services.

These providers may collect or process personal information on our behalf or as part of providing their services.

For example, payment information may be processed by our payment provider rather than being stored directly by The Aquila Centre.

We encourage you to review the privacy policies of relevant third-party providers for further information about how they handle personal information.

5. Payment information

When you purchase a course or resource, payment information is processed through the payment services made available at checkout.

We do not generally need to store your complete credit or debit card details ourselves. Payment information may instead be collected and processed directly by the relevant payment provider.

We may retain transaction information such as the date of purchase, amount paid, product purchased and transaction status for accounting, business administration and legal purposes.

6. Cookies and analytics

Our website and online training platform may use cookies, pixels, analytics tools or similar technologies to:

- Enable website functionality;
- Remember preferences;
- Understand how visitors use our website;
- Monitor website and course performance;
- Improve our services; and
- Support the security of our website and online training platform.

The information collected through these technologies may include technical and usage information rather than information that directly identifies you.

You may be able to manage or disable cookies through your browser settings. Some website functionality may be affected if cookies are disabled.

7. Direct marketing

We may use your contact details to provide information about our training, resources, events, consultation groups or other services where permitted by law.

You can unsubscribe from marketing communications at any time by using the unsubscribe option provided in the communication or by contacting us.

You will continue to receive essential transactional or administrative communications where necessary, such as information relating to your purchase, account or course access.

8. Disclosure of personal information

We may disclose personal information to third parties where reasonably necessary for the purposes described in this Privacy Policy.

These third parties may include:

- Thinkific or other online learning platform providers;
- Payment processors;
- Website and technology providers;
- Email and communications providers;
- Cloud storage and hosting providers;
- Analytics providers;
- Professional advisers, including accountants, lawyers and insurers;
- Government agencies or regulatory bodies where required or authorised by law; and
- Other service providers who assist us in operating our business.

We do not sell your personal information.

9. Overseas disclosure and storage

Some of the third-party service providers we use may store or process personal information outside Australia.

Depending on the services we use, personal information may be processed or stored in countries including Canada, the United States and other countries in which our service providers or their subcontractors operate.

Where required by applicable privacy law, we take reasonable steps to ensure that overseas service providers handle personal information in accordance with applicable privacy obligations.

Because third-party providers and their infrastructure may change from time to time, the countries in which information is stored or processed may also change.

10. Security of personal information

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

These measures may include appropriate technical and organisational safeguards and limiting access to personal information to those who require it for legitimate business purposes.

However, no method of electronic transmission or storage is completely secure, and we cannot guarantee that information transmitted electronically will always be completely secure.

11. How long do we keep personal information?

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to provide our services, maintain business and financial records, resolve disputes, comply with legal obligations and protect our legal interests.

When personal information is no longer required, we will take reasonable steps to securely destroy or de-identify it, where appropriate.

12. Access to and correction of your personal information

You may request access to personal information we hold about you and request that inaccurate, incomplete or out-of-date information be corrected.

To make a request, please contact us using the details below.

We will generally respond to requests within a reasonable period and in accordance with applicable privacy laws.

In some circumstances, we may be permitted to refuse access or correction. If this occurs, we will provide an explanation where required by law.

13. Privacy complaints

If you have concerns about how we have handled your personal information, we encourage you to contact us first so that we can investigate and attempt to resolve your concern.

Please contact:
The Aquila Centre
Email: admin@theaquilacentre.com

Please provide sufficient information for us to understand and investigate your concern.

We will handle privacy complaints in accordance with our obligations under applicable privacy laws.

If you are not satisfied with our response, you may also contact the ****Office of the Australian Information Commissioner (OAIC)****.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, technology, legal requirements or privacy practices.

The updated Privacy Policy will be published on our website with the date of the most recent update.

15. Contact us

If you have any questions about this Privacy Policy or our handling of personal information, please contact:

The Aquila Centre
Email: admin@theaquilacentre.com
Website: www.theaquilacentre.com