

Privacy Policy

1. Information Collection

We collect personal information necessary to provide educational services when you enrol as a student or subscriber on our website or related courses. This may include your name, email address, payment details (handled by secure third-party processors), course enrolment details, feedback, survey responses, and usage data such as cookies and IP addresses. We may also collect information to comply with regulatory obligations, such as vocational education training reporting.

2. Use of Personal Information

The personal information we collect is used to process course enrolments, manage learner progress, provide course content, send updates and important notifications, conduct surveys, gather feedback, comply with legal obligations for vocational education, and for internal record-keeping, audits, research, and statistical analysis. With your consent, we may also use your information for marketing purposes, such as sending promotional emails about new courses or services.

3. Consent and Withdrawal

By providing us with your personal information, you consent to its use for the primary purposes outlined above. If we require your personal information for secondary purposes, such as marketing, we will ask for your explicit consent.

You may withdraw your consent at any time by contacting us at hello@epeceducation.com.au or by calling 07 4616 8111. Withdrawal of consent may affect our ability to provide certain services.

4. Regulatory Compliance

EPEC Education complies with the Privacy Act 1988 (Cth) and the guidelines set by the Australian Skills Quality Authority (ASQA) under the Vocational Education and Training (VET) Regulation Act 2011. We prioritise the confidentiality of your personal information and will not disclose it to third parties without your prior written consent, unless required by law. This may include sharing information with government authorities, such as ASQA or other regulatory bodies, as mandated by legislation or regulatory guidelines. Your information may be disclosed as needed to comply with legal, audit, or regulatory requirements.

5. Disclosure of Information

EPEC Education will not disclose your personal information to third parties unless required by law, necessary to complete a transaction (e.g., using third-party payment gateways like Stripe or PayPal), or permitted under vocational education and training regulations for reporting purposes (e.g., to government agencies such as the National Centre for Vocational Education Research (NCVER)). We may also share information with third-party service providers, such as course

hosting platforms, to support the delivery of our services, ensuring that these providers comply with Australian privacy laws.

6. Data Security

We are committed to keeping your information secure by using industry-standard measures to protect it from loss, misuse, unauthorised access, disclosure, alteration, or destruction, including encryption methods like SSL and AES-256 for sensitive data such as payment details. However, please note that no method of internet transmission is completely secure.

7. Third-Party Providers

Our website and courses are hosted by third-party providers, which securely store your data on servers protected by firewalls, and your data may be processed by payment gateways that comply with PCI-DSS standards for secure credit card transactions. We encourage you to review the privacy policies of these third-party providers to understand how your information is handled, especially as transactions through gateways outside Australia may be subject to foreign jurisdiction laws.

8. Cookies and Tracking

We use cookies to enhance your website experience, track your session, and provide personalised content. Cookies may also be used for marketing, including targeted ads via third-party vendors like Google and Facebook. You can opt-out of targeted ads through the Digital Advertising Alliance or disable cookies in your browser, though this may affect your website experience.

9. VET Industry Compliance

In compliance with vocational education and training (VET) regulations, personal information is collected from you for the purpose of verifying participant details and reporting to government agencies. This information may be used for audits, research, and statistical analysis under the **Education Act 1994**, the **Skilling Australia's Workforce Act 2005**, and other related regulations.

Your personal information will only be disclosed to **NCVER** and other government bodies as required by law, ensuring compliance with **AVETMISS** reporting standards.

10. Access and Correction of Information

You have the right to request access to personal information that we hold about you and to request corrections or updates to ensure it is accurate, complete, and up to date. If you wish to access or amend your information, please contact us at hello@epeceducation.com.au or 07 4616 8111.

11. Retention of Information

We will only retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Once the information is no longer needed, it will be securely destroyed or de-identified.

12. Age of Consent

By using our site and enrolling in our courses, you confirm that you are at least the age of majority in your state or territory of residence, or you have the consent of a parent or guardian if you are under the age of majority.

13. Changes to This Privacy Policy

We reserve the right to modify this privacy policy at any time. Any updates will be posted on our website, and changes will take effect immediately upon posting. If there are significant changes to the way we handle your personal information, we will notify you through the contact information provided.

14. Contact Information

If you have any questions, concerns, or complaints about this privacy policy or the way your personal information is handled, please contact us at:

- **Email:** hello@epeceducation.com.au
- **Phone:** 07 4616 8111

We are committed to addressing any concerns you may have regarding your privacy.