

driverED cares about your privacy

driverED is a social enterprise managed by Whittlesea Community Connections. Whittlesea Community Connections is committed to safeguarding your personal privacy. We recognise that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and we take our obligations seriously. Unless given consent to do otherwise, Whittlesea Community Connections will only collect and use personal information as set out in this policy.

Collection and use of personal information

Whittlesea Community Connections collects your personal information when you complete and submit any of our online form's on any Whittlesea Community Connections application, via phone. In certain circumstances we may also be given personal information from your employer, or by your parent or guardian if you are under 18 or another service that you have authorised.

For the purposes of this Privacy Policy personal information may include any of the following: your full name, contact details, place of residence, date of birth, bank account and/or credit card details, student identification details, employment details, schedule availabilities, communications with personnel engaged with Whittlesea Community Connections, payment history and potentially sensitive information.

This voluntarily provided information is used to effectively deliver the requested service. You are under no obligation to provide us with your personal information however failure to do so may result in Whittlesea Community Connections being unable to provide you with our service. Whittlesea Community Connections will also use this information to provide you with reminders, notify you of updates or promotional offers that can save you money and improve your experience or otherwise for the limited purposes permitted under the Privacy Act 1988 (Cth).

Collection and use of sensitive information

For the purposes of this Privacy Policy sensitive information refers to the information you may disclose as to your preferences, special needs or any information relating to your physical or mental health.

In the instances you or a guardian provided us with this sensitive information, it will only be used to tailor services to meet your needs and to assess whether our service is right for you. Such information will not be used or



disclosed for any other purposes without consent, except in exceptional cases when disclosure may be required by law.

Data collected using tracking technologies

Whittlesea Community Connections uses tracking technologies such as site performance identifiers, analytics cookies and advertising cookies to make the service experience of our applications and other services as convenient as possible. Please be aware that by using our services that you consent to the use of these technologies.

These tracking technologies do not personally identify users and are industry standard. They allow driverED to identify a user's browser and monitor the use of applications so that we can identify what areas need to be improved and make things work better and easier for you.

It is important that you are aware that you can change your settings to refuse tracking technologies such however this may limit the services we are able to make available to you.

Using and disclosing your personal information

Personal Information will be used for the following primary purpose:

- To fulfil obligations relating to the accepted terms and conditions and/or any other contract between yourself and driverED;
- To render services under an agreement;
- To provide you with information about products, service updates and/or special offers;
- To obtain opinions, comments or feedback regarding your service experience;
- To record statistical data for marketing analysis and service enhancement

Whittlesea Community Connections reserves the right to engage with other companies or service providers to assist in providing our services, including (but not limited to) marketing, market research, mail-house services, hosting and product development services, analysis of customer lists and/ or consulting services. These third parties will only be granted access to personal information as far as is necessary for them to probably perform their specific function. They cannot use that information for other purposes whatsoever.

Your information will not be used or disclosed for any other purposes without your prior consent, except in most exceptional cases when disclosure may be required by law or is necessary to protect the rights or property of driverED,

any driverED group company, or any member of the public, or to lessen a serious threat to a person's health or safety.

Your right to review, amend or delete

You have the right to review, amend or delete personal and/or sensitive information that may be recorded on our driverED database. Your information may be reviewed, amended or deleted by request. All reasonable steps to delete requested information will be made, except where it is required for legal reasons. To do this, simply email us at contact@drivered.org.au or contact us by phone on 03 9401 6666.

Please note that deletion of certain information may result in driverED being unable to continue to provide our services to you.

Security and storage

Whittlesea Community Connections takes all reasonable steps to keep secure personal information recorded and to keep this information accurate and up to date. Your personal information will be stored on secure servers in digital format, or in locked areas if in hardcopy format. Whittlesea Community Connections contractors, employees and management and all other data processors are obliged to respect the confidentiality of any personal and/or sensitive information held by Whittlesea Community Connections. Access is strictly limited to authorised personnel.

Transactions and security

Whittlesea Community Connections uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australia merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments. Payments are fully automated with an immediate response. Your complete credit card number cannot be viewed by any outside party. All transactions are performed under a secure 128 Bit SSL Certificate.

All transaction data is encrypted for storage within eWAYs bank-grade data centre, further protecting your credit card data. eWAY is an authorised third party processor for all the major Australian banks. eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by driverED. For more information about eWAY and online credit card payments, please visit www.eway.com.au.

Refunds and Cancellation

All prepaid services and/or products are valid for a six month period. A full refund of the purchase price will be offered for any unused lessons during this period. If you cancel the service within 24 hours of the lesson you will not receive a refund. If Whittlesea Community Connections is unable to provide your lessons we will either refund your lesson/lessons or reschedule them to a another day.

Complaints

We welcome all feedback and complaints. We will investigate any complaints received and will do our best to resolve each concern as quick as practically possible. Written complaints can be lodged in writing to contact@drivered.org.au .

Service Delivery

Once a lesson booking is completed on the driverED website, a receipt and lesson confirmation email will be sent via the Book It Live calendar booking system. A representative from driverED will contact you within 48 hours of the completed transaction to confirm the booking and develop an understanding of your needs and requirements.

Links to other providers

driverED provides links to other web sites and applications. These linked sites are not under the control of Whittlesea Community Connections, and driverED is not responsible for the conduct of companies linked to the driverED web site, or for the performance or otherwise of any content and/or software contained in such external websites.

Contact from driverED

If you receive communications from driverED that you no longer wish to receive email contact@drivered.org.au or contact us via phone on 0394016666 and we will immediately terminate any further communications of that nature.

Any problems or privacy complaint

For further information regarding this Privacy Policy or to make a complaint about the steps taken by driverED to protect your personal information or privacy, please contact us by emailing contact@drivered.org.au or via phone on 0476237785. We will investigate any complaints received and will do our best to resolve each concern as quick as practically possible.



If you are not satisfied with the result of your complaint with us, you can refer your complaint to the:

Office of the Australian Information Commissioner
Phone 1300 363 992
Post GPO Box 5218, Sydney NSW 2001
Online Form: www.oaic.gov.au (Privacy Complaint Form).

driverED reserves the right to review, amend, update and change this Privacy Policy from time to time to reflect its practices and obligations. Any changes will take effect when they are made or posted on our website.