



# PRIVACY POLICY

Customer Service Institute of Australia

The Customer Service Institute of Australia (CSIA) respects important pillars impacting our customers:

1. security,
2. privacy and
3. service.

Individually all are important in protecting your rights and privileges. We respect your privacy and your right to know how your personal information is being used. We are sensitive to the concerns that our customers and users may have in relation to the confidentiality, security and use of their personal information.

“CSIA” means Customer Service Institute of Australia (ABN 31 609 812 919) and its related companies.

This statement has been prepared in compliance with the National Privacy Principles as outlined in the Privacy Amendment (Private Sector) Act 2000. The principles can be viewed at the Office of the Federal Privacy Commissioner at [www.privacy.com.au](http://www.privacy.com.au).

### **Collection**

We will only request personal information if it is related to the purpose of providing service to you and we will collect it in a legal way. However, we may store and process that information on our secure database in order to understand your personal needs and improve our service levels to you.

### **Use**

The CSIA may use your information to:

- Identify you and assist you with customer service-related queries
- Provide the service or training you require
- Improve our levels of customer service or for providing information about this topic
- Administer and manage certain services, including charging, billing and collecting debts
- Purposes permitted, required or authorised by or under law

If at any time you do not want to receive material from the CSIA please notify us by:

- Email, [info@csia.com.au](mailto:info@csia.com.au)
- Telephone, 1300 912 700
- Mail, Level 32, 101 Miller Street, North Sydney, NSW 2060.

Please note that we will need to verify your identity.



## **Access**

You have a reasonable right to access the personal information that we store about you. If you find that the information we hold about you is inaccurate or out of date, then we will correct it. In the case that your personal information changes (such as email address, contact numbers, etc.) you can notify us to make amendments by emailing [info@csia.com.au](mailto:info@csia.com.au), mail addressed to 'The Privacy Officer', or by telephone 1300 912 700.

## **Disclosure**

We will not disclose any sensitive information we gather from you to any third party whatsoever without your prior consent. We may disclose for related purpose some personal information to other divisions of the Customer Service Institute of Australia or related companies and to some of our suppliers or subcontractors in order to provide you with a specifically requested service.

Where providing of information is not mandatory, we will give you the opportunity to opt-in or opt-out in situations where we may contact you for marketing purposes or notices of products or training. We will then send you such material only if you elect to receive it or if it is provided to you in response to your request.

We will not intentionally gather personally identifiable information from children or minors, relating to themselves or others.

All of our staff are made aware of and adhere to the CSIA's Privacy Policy. We encourage you to review the policy statement to inform yourself of any periodic updates.

## **CSIA Website**

The CSIA takes all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification and disclosure, including its storage in a secure database.

Although we do not use "Cookies" – pieces of information that a website can transfer to an individual's computer hard drive for record keeping, some other websites linked to ours may do so. We are not responsible for their data policies, procedures or content.

To enable us to monitor and improve the functionality of the CSIA site, and for site statistics analysis, we may gather information about you, including details of your operating system, browser version, domain name and IP address, as well as the details of the website you came from. If you want to remain completely anonymous, you can still take advantage of the wealth of content available on the CSIA site without registration.

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