



Privacy Policy

Australia

As part of our compliance with the Australian Privacy Principles (APP) Training Ready Arena in Australia requests you to read the following information regarding how we collect your personal information, and how we maintain, use, store and disclose your personal information, in connection with your training through www.tra1.net, where use of that website indicates that you acknowledge and it bears your acceptance and understanding of this Privacy Policy.

We may collect personal information about you when:

- You complete one of our registration forms or provide any other information in connection with your registration/application/comments/feedback/complaints
- We receive any reference about you
- We receive any complaint or other information from or about you
- We receive any information about any investigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you were involved
- We receive any information about a workplace accident in which you are involved
- You provide us with any additional information about you

Your personal information may be used in connection with:

- Your actual or possible employment
- Career guidance or management
- Your performance appraisals/evaluation/assessment
- Our assessment of your training performance and prospects
- Any test or assessment that you might be required to undergo
- Our identification of your training needs
- Informing you of possible opportunities of further training or information sessions by direct mail/E-mail/SMS
- Our management and resolution of any complaint, inquiry or investigation in which you are involved
- Any insurance claim or proposal that requires disclosure of your personal information
- For research, development, business systems and infrastructure testing and other business purposes to assist us in providing our services to you
- Our direct contact with you

Your personal information may be disclosed to:

- Potential and actual clients of TRA and trusted third parties who may be based outside of Australia.



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- TRA employees/contractors and potential employees located in: Australia, China, India, New Zealand, Singapore, UAE, United Kingdom, USA (and any other countries where TRA may provide its services in the future) regarding possible or actual training opportunities and to assist us in providing our services to you
- Referees
- External providers of online training
- Third party contractors/service providers for the purposes of providing us with specialised and efficient database management and development (including Web Hosting and Domain providers). Such service providers/contractors may be based outside of Australia and will only use your information for the purpose of providing services to TRA and will not use your information for any other purpose
- Our insurers
- A professional association or registration body that has a proper interest in the disclosure of your personal information
- A Workers Compensation body
- Any person with a lawful entitlement to obtain the information

If you do not give us the information we seek:

- We may be limited in our ability to provide you the training you need
- We may be limited in our ability to assist you in your professional development
- We may not be able to provide you upskilling you need

Additional information contained in our privacy policy:

Our privacy policy which is located on our website, www.tra1.net contains further information about the type of information we hold and how we manage your information, including how you can, subject to some exemptions, access personal information about you that we hold and request that it be corrected. It also sets out how you can complain about any alleged breaches of the APP and how we will deal with any complaints.

Changes to our privacy notice:

If at any time our privacy notice or privacy policy changes, the updated details will be available on the privacy policy on our website. Any information we hold about you will be governed by the most current version of the privacy policy.

Contact details

Training Ready Arena

Level 9, 440 Collins Street,
Melbourne, VIC 3000, Australia

Email: admin@tra1.net

Phone: +61 3 8686 9110



Information Statement: your rights as an applicant

- We will not engage in misleading or deceptive conduct (such as advertising a training course as being available when we know no such course exists or knowingly giving misleading information to you about the nature of a training course) and we will provide all trainings as per applicable legislation
- If you believe that we have acted inappropriately, illegally, or in a false and misleading way you may contact the relevant department (e.g. Office of Fair Trading, consumer affair or Ombudsman in Australia) for information on possible action that may be taken

Policy for privacy

Your privacy is important to TRA

Your privacy is important to us. This statement outlines TRA policy on how we collect personal information and how we maintain, use, store and disclose the personal information we hold and reflects our commitment to you. It applies to all operations within Training Ready Arena (“TRA”) in Australia, including visitors to our website.

It is the policy of TRA to respect the confidentiality of information and the privacy of individuals. TRA is bound by the Australian Privacy Principles (APP) contained in the Privacy Act 1988 (as amended) (Australian Act) in Australia.

The TRA privacy policy will be reviewed and updated from time to time to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Please regularly check our privacy policy so that you are aware of these updates and changes. Any information we hold will be governed by the most current version of the TRA privacy policy.

The TRA privacy policy is based on transparency

We are committed to being open and transparent about how we manage personal information.

Types of personal information held by TRA and when and how it is collected

Personal information may include (*but not limited to*) information regarding your name, contact details, work experience, qualifications, assessment about your work performance and other information obtained or received by us in connection with your possible future training.

Collection

We may collect personal information about you when:



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- You complete one of our registration/application forms or provide any other information in connection with your registration/application/query/feedback
- We receive any reference about you
- We receive the results of any competency

- We receive any complaint or other information from or about you
- We receive any information about you in regard to any investigation
- You provide us with any additional information about you

Purposes and use for which we collect personal information

Your personal information may be used in connection with:

- Your actual or possible training
- Training guidance or management
- Our assessment of your ongoing performance and future prospects
- Our identification of your training needs
- Informing you of possible relevant events such as training or information sessions by direct mail/E-mail/SMS
- Our management and resolution of any complaint, inquiry or investigation in which you are involved
- Any insurance claim or proposal that requires disclosure of your personal information
- For research, development, business systems and infrastructure testing, and other business purposes to assist us in providing our services to you
- Our direct marketing to you

If you do not give us the information we seek:

- We may be limited in our ability to provide you with our best services
- We may be limited in our ability to provide you with the most suitable training

Disclosures

We may disclose your personal information (*including to trusted third parties*) for the purposes for which it is primarily held or for a related secondary purpose and in some cases, we may only disclose information with your consent. Your personal information may be disclosed to:

- Potential and actual clients of TRA and trusted third parties
- TRA employees/contractors and potential employees located in: Australia, China, India, New Zealand, Singapore, UAE, United Kingdom, USA (and any other countries where TRA may provide its services in the future) regarding possible or actual training opportunities and to assist us in providing our services to you
- Referees
- External providers of online training



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- Third party contractors/service providers for the purposes of providing us with specialised and efficient database management and development (*including Web Hosting and Domain providers*). Such service providers/contractors may be based outside of Australia and will only use your information for the purpose of providing services to TRA and will not use your information for any other purpose
- Our insurers
- A Workers Compensation body; relevant to a legal request
- Any person with a lawful entitlement to obtain the information

We do not disclose information about your individual visits to the TRA' website, until it is required by law.

Management of personal information

At TRA, we inform our staff to respect the confidentiality of customers' information and the privacy of individuals. TRA regard breaches of your privacy very seriously and any breach will result in disciplinary action being taken, dependent upon severity. TRA ensures that our management of personal information is in accordance with this policy and the relevant Privacy legislations.

How do we store and protect personal information?

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail/Email, over the internet or other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take such steps as are reasonable in the circumstances to protect the personal information we hold from misuse, interference and loss, unauthorised access, modification or disclosure. We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

How do we keep personal information accurate and up to date?

TRA takes such steps as are reasonable in the circumstances to ensure that the personal information it holds and discloses is accurate, up to date, complete, relevant and not misleading. We recognise that information changes frequently with changes of address and other personal circumstances. We generally update your information over the internet. Please update your personal information through our website when your personal details change.

If you have created a profile with TRA via our website, you are able to review and edit your personal information at any time by logging into your account and reviewing your profile. You can delete your personal information or close your account by contacting



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TRA. If you do choose to close your account with TRA, TRA may retain personal information from your account as and where required by law.

General information collected from visitors of our website

We may gather information about all our website users collectively, such as what areas users visit more frequently and what services users access the most. We will only use such data anonymously and in the aggregate. This information helps us determine what is most beneficial for our users, and how we can continually create a better overall website experience for you.

Your personal information collected on the www.tra1.net website

In some instances, we may need specific information about you, such as name, address, email address, telephone number etc. We will collect this information if you apply for a training course or sign up for a service via our website. We may also ask you for other information such as the types of trainings you are interested in and your training related concerns in order to provide you with the best possible service and internet experience.

Device-specific data

The following information may be collected through your device and browser:

- o your device's IP address (*collected and stored in an anonymized format*);
 - o your email address including first name and surname;
 - o device screen size;
 - o device type (*unique device identifiers*) and browser information;
 - o geographic location (*country only*);
 - o preferred language used to display the webpage;
- Log data
 - Our servers may automatically record information which could include:
 - o referring domain;
 - o pages visited;
 - o geographic location (*country only*);
 - o preferred language used to display the webpage;
 - o date and time when website pages were accessed;

This information will be used for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Servers also use a variety of services hosted by third parties, such as software and browsers. These services may collect information sent by your browser as part of a web page request, such as cookies or your IP request. For information on how these collect and use your information, please refer to their privacy policies. By continuing to use this website, you consent to the processing of the above data by TRA and by the third parties used by TRA in



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accordance with their respective privacy policies. The cookies used by various companies have differing durations; some are for long, some persist for the session only.

Enquiries & complaints

You can make enquiries, requests to access/delete or correct your information, or complain about alleged breaches of the APP's to TRA:

Training Ready Arena

Level 9, 440 Collins Street,
Melbourne, VIC 3000, Australia

Email: admin@tra1.net

Phone: +61 3 8686 9110

Complaints

We aim to acknowledge receipt of all complaints within 10 working days, and aim to resolve all complaints within 30 working days. This may not be possible in all circumstances depending on the contents of the complaint. In this situation, we will respond to your complaint in a reasonable time of 60 working days. If you are not satisfied with our response to your complaint, in Australia you can contact the Australian Information Commissioner (OAIC).

Access

Subject to some exceptions that are set out in the Australian Privacy Principles, you can gain access to the personal information that we hold about you.

To make a request to access your personal information, you will need to send TRA an E-mail verifying your identity and specifying what information you require. We will respond to your request within a reasonable period after the request is made and provide access to the information in the manner requested, if it is reasonable and practicable to do so.

You should also anticipate that it may take time to process your application for access as there may be a need to retrieve information from storage and review it in order to determine what information is relevant.

If we refuse to provide you with access to your personal information, we will notify you in writing of the reasons for the refusal and the process for escalation regarding this refusal.



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Correction

You may request that we correct the personal information that we hold about you if you deem it to be inaccurate, incomplete, out-of-date, irrelevant or misleading. We will take reasonable steps under the circumstances to correct the information.

If we refuse to correct your personal information, we will notify you in writing of the reasons detailing our refusal to correct the information and the process for escalation regarding this refusal. Should we refuse you may ask us to place with the information a statement that the information is inaccurate, incomplete, out-of-date, irrelevant or misleading and we will take such reasonable steps under the circumstances to associate the statement with your information. If you wish to exercise your rights of correction you should contact TRA. We will not charge you for making the request to correct your information or associating a statement.

Feedback

TRA have areas on our website where you can submit feedback, under the 'Contact Us' section. Any feedback that is submitted through this area becomes the property of TRA. We may use this feedback, such as success stories or responses to surveys, for marketing purposes, or to contact you for further feedback on the site.