

Privacy & Security

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Dg & Safety Pty Ltd
ABN: 1525 3649 772

Our Contact Details -

Refer to the ['Contact Us'](#) on our website

Introduction

This Privacy Statement explains in general terms how Dg & Safety protects the privacy of your personal information under the National Privacy Principles. It will apply to any personal information you provide to us:

- When booking a course with us, ordering publications from us
- Via dgsafety.com,
- Under any other agreement or arrangement.

This Privacy Statement will also apply to any information about you that is provided to us by someone else such as your employer.

This Privacy Statement does not apply to Dg & Safety employee records, which are generally exempt from the legislation.

What Information Do We Collect?

The types of personal information that we collect from you will depend on the circumstances of collection and on the type of service you request from us.

For example, when you request the purchase of IATA publications, we may collect details such as;

- Your name
- Address
- Credit/debit card number and expiry date
- Billing address
- Telephone numbers.

As we are required by law to obtain your consent to the collection of "sensitive information" we will assume that you have consented to the collection of all information which is provided to us for use in accordance with this Statement, unless you tell us otherwise.

How We Collect Information

We may collect personal information about you when;

- you deal with us over the telephone
 - send us correspondence (whether by letter, fax or email)
 - visit our web site
 - in person
 - or from a third party such as your employer.
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How We Use Your Personal Information

We generally collect your personal information for the following purposes:

- To process your transactions;
- To facilitate your participation in your online training course
- To conduct internal research

Some of the personal information we collect is essential for us to be able to accurately identify who is using the service. Other types of personal information

we collect help us to profile who is using our services and what their interests are.

Disclosure of Personal Information to Third Parties

We may disclose your personal information to third parties, for example, CASA or IATA for the purpose for which the information was collected or for related purposes, for example to complete a transaction on your behalf or provide you with a service that you requested.

Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Access & Correction of Information About You

You may amend your personal details by entering the secure section of the Dg & Safety database.

We will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under the National Privacy Principles, including for the purpose of correcting or updating that information.

We may recover from you our reasonable costs of supplying you with access to this information.

Your request to provide access to this information will be dealt with in a reasonable time.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the National Privacy Principles.

In light of the new legislation we are putting in place systems and procedures to facilitate access to all information we hold about you on request.

Keeping Your Personal Information Up To Date

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

Resolving Your Concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to us using the link "[Contact Us](#)" on our website.

Changes to This Privacy Statement

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on www.dgsafety.com. so please visit periodically to ensure that you have our most current privacy statement.

SECURITY

This Site incorporates appropriate safeguards using industry-standard technology to heighten the security, accuracy and privacy of any personal information we have collected, and we have put in place reasonable precautions to protect information from loss and misuse. Our security and privacy policies are periodically reviewed and enhanced as required.

This Site also incorporates appropriate safeguards using industry-standard technology to protect user-information off-line. All of our users' information is secured through restricted access. Only personnel who need the information to perform a specific job (for example, training management) are granted access to personally identifiable information.

LINKS

This Site contains links to other sites. Please be aware that Dg & Safety is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our Site to read the privacy statements of each and every web site that collects personally identifiable information. This Privacy Policy applies solely to information collected by this Site.

Encrypted Credit Card Purchases

If you use a credit card to purchase a Dg & Safety course or product, the credit card number is encrypted as it passes over the Internet. In this respect, buying a course or product from Dg & Safety is similar to a credit card purchase at any store. Dg & Safety does not keep your credit card number on file.

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