

Privacy Policy for Wheel-Skills PTY LTD



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1. Purpose

At Wheel-Skills Pty Ltd ("Wheel-Skills", "we", "our" or "us"), we are committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains:

- what personal information we collect;
- why we collect it;
- how we use and protect it;
- who we may share it with;
- your rights regarding your personal information; and
- how you can contact us if you have any privacy questions or concerns.

Wheel-Skills manages personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. Scope

This Privacy Policy applies to all personal information collected by Wheel-Skills through:

- our website;
 - online bookings;
 - telephone enquiries;
 - email correspondence;
 - training courses;
 - events;
 - social media interactions;
 - application forms; and
 - any other services we provide.
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3. The Information We Collect

Depending on the services you receive, we may collect information including:

Personal Details

- Full name
- Residential and postal address
- Date of birth
- Email address
- Telephone number

Licensing Information

- NSW Driver Licence number
- Rider Licence details
- Service NSW Customer Number
- Licence class and status

Course Information

- Courses attended
- Training outcomes
- Assessment results
- Attendance records
- Motorcycle or vehicle details

Payment Information

- Payment details required to process bookings

(Wheel-Skills does not store complete credit card details.)

Health Information

Where necessary for your participation or safety, we may collect limited health information relevant to your training.

Health information is considered sensitive information and will only be collected where reasonably required and with your consent, unless otherwise authorised by law.

4. Why We Collect Your Information

We collect personal information so we can:

- process bookings;
 - verify your identity;
 - deliver rider and driver training;
 - administer licensing requirements;
 - communicate with you regarding your booking;
 - issue certificates and training records;
 - respond to enquiries and complaints;
 - improve our products and services;
 - comply with legal and contractual obligations; and
 - protect the safety of our customers and staff.
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5. How We Collect Information

Most personal information is collected directly from you when you:

- make a booking;
- complete enrolment forms;
- attend a training course;
- contact us by phone or email;
- submit enquiries through our website; or
- communicate with us via social media.

In some circumstances, we may collect information from authorised third parties where permitted by law or where it is impractical to collect it directly from you.

This may include:

- Service NSW
 - Transport for NSW (TfNSW)
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6. If You Choose Not to Provide Information

Providing your personal information is generally voluntary.

However, if you choose not to provide information requested by Wheel-Skills, we may be unable to:

- verify your identity;
 - process your booking;
 - provide training services;
 - meet legal obligations; or
 - determine your eligibility for certain courses.
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7. How We Use Your Information

Your personal information is used only for purposes reasonably related to providing our services, including:

- course administration;
- customer support;
- record keeping;
- quality assurance;
- business improvement;
- legal compliance; and
- communicating with you about your training.

We may also use your information to advise you of new courses or services.

You may opt out of receiving marketing communications at any time.

8. Sharing Your Information

We only disclose personal information where necessary to deliver our services or where required by law.

Your information may be shared with:

- Transport for NSW (TfNSW);
- Service NSW;
- authorised Wheel-Skills staff;
- contractors assisting in delivering training services; and
- government or regulatory authorities where required by law.

Where you undertake rider training or rider testing, Wheel-Skills may provide information relating to your attendance, assessment outcomes and instructor observations to Transport for NSW for licensing and road safety purposes.

Wheel-Skills does **not** sell personal information.

9. Overseas Disclosure

Wheel-Skills does not disclose personal information to overseas recipients.

10. Protecting Your Information

We take reasonable steps to protect personal information from:

- unauthorised access;
- misuse;
- interference;
- loss;
- modification; and
- unauthorised disclosure.

Information is stored using secure electronic systems together with secure physical records where required.

When information is no longer required, we securely destroy or permanently de-identify it where permitted by law.

11. Accessing and Correcting Your Information

You may request access to the personal information we hold about you.

If your information is inaccurate, incomplete or out of date, you may request that it be corrected.

We aim to respond to requests within **30 days**.

In limited circumstances permitted by law, access may be refused. If this occurs, we will explain the reasons.

12. Direct Marketing

From time to time, Wheel-Skills may contact you regarding:

- new courses;
- special events;
- promotions;
- rider safety information; or
- other services that may interest you.

You may unsubscribe or opt out at any time using the contact details provided below.

13. Website, Cookies and Analytics

Our website uses cookies and similar technologies to:

- improve website performance;
- remember your preferences;
- analyse website usage; and
- improve customer experience.

Website analytics may collect anonymous information such as:

- pages visited;
- time spent on the website;
- browser type; and
- referring websites.

This information does not personally identify individual users.

You may disable cookies through your web browser, although some website functionality may be affected.

14. Third-Party Websites

Our website may contain links to external websites.

Wheel-Skills is not responsible for the privacy practices or content of third-party websites.

We encourage you to review the privacy policies of those websites before providing personal information.

15. Photography and Media

During training courses or events, photographs or video recordings may be taken for training, promotional or educational purposes.

Where practical, participants will be advised when photography or filming is taking place.

If you do not wish to appear in photographs or video recordings, please notify Wheel-Skills before your course commences.

16. Privacy Complaints

If you believe your privacy has been breached or you have concerns about how your personal information has been handled, please contact us.

We will:

- acknowledge your complaint;
- investigate the matter fairly;
- keep you informed of our progress; and
- provide a written response where appropriate.

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).

17. Contact Us

For privacy enquiries, requests or complaints, please contact:

Wheel-Skills Pty Ltd

Phone: **1800 153 571**

Email: head.office.wheel.skills@gmail.com

Mail:

Wheel-Skills Pty Ltd

3/15 Metro Court

Gateshead NSW 2290

18. Changes to this Policy

Wheel-Skills may update this Privacy Policy from time to time to reflect changes in legislation, business practices or our services.

The latest version will always be available on our website.

By continuing to use our services after changes are published, you acknowledge the updated Privacy Policy.

19. Related Documents

- Key Privacy Conditions
- Booking Terms and Conditions
- Information Security Policy
- Records Management Policy