

Privacy Policy

1. Introduction

This policy outlines our commitment to protecting the privacy of our future and current students who visit our websites and who register their details with us. For the purpose of this policy, the term “websites” shall refer to all websites owned by The Career Academy.

We encourage our future and current students to read our privacy policy to understand how your personal information is treated.

2. Scope of the policy

In this policy, personal information refers to information which is collected about and relating to an identifiable natural person.

3. How we collect information

The Career Academy collects personal information via forms on our websites and learning platform, during telephone calls with staff, or through direct referrals through consent of the individuals.

The Career Academy also purchases information from third parties who obtain contact details of potential students through social media and online or print advertising.

We may also collect personal information when you complete surveys, contests or promotions, request support or otherwise communicate with our staff.

Call records are also stored for a limited amount of time securely and is not available for any third parties other than the phone companies to access. Information collected from our phone providers include phone numbers of students, time duration of the call and call quality.

4. Information that we collect from our websites

We use tracking cookies to see where the most interaction is on our websites so we can improve our product offering and services that we provide. We

collect information predominantly through Google services such as Google Analytics. These services provide information about website users such as their general location, estimated age, what devices are used and which pages are accessed. This information is generalised and does not provide us with personal information about users.

We may partner with third parties to manage our content based advertising based on your browsing activity and searching via cookies from other sites you have visited. You may opt out from this by clicking the link below.

We partner with other websites to collect information specific to providing a better website experience such as call tracking statistics.

5. How we use your information

We may use personal information collected about you for the following purposes: providing a good quality of service; enabling you to access the services, process and complete transactions; sending transactional messages such as promotions, surveys or updates in regards to your learning; contacting you in cases of missed payments on a payment plan; or to contact you regarding specific learning content.

We also engage other education providers who offer services that we do not provide. Your personal information may be passed on to these providers to enable your course to be delivered. Where we use a third party provider, this is explicitly stated on our websites.

If you sign up with a payment plan with The Career Academy, we may provide our financial services partner companies with personal information such as your name, date of birth, contact details and payment information. The companies that we partner with are clearly labelled on our site on our check out page.

Where we rely on your consent to process the personal information, you have the right to withdraw or decline your consent at any time. Please note that this does not affect the lawfulness of the processing based on consent before its withdrawal.

6. Sharing of information

Third party service providers

To maintain our promotional information, provide services for our learning platform, backup information or upgrade our services, we may need to provide third parties access to personal information.

Compliance with law

In certain situations, we may be required to disclose personal information to comply with regulatory or law enforcement requirements. We may disclose personal information to comply with subpoenas, court orders, legal processes or investigations, or to defend ourselves in legal claims. We may also use the information to protect ourselves in the case of fraud, or claims brought against us. We may also share such information if we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, or situations involving potential threats to the safety of any person.

Defaulting on payments

If you enter into a contract with The Career Academy, you consent to us sharing your personal information with a debt collection agency if you default on payments.

Testimonials

We may request our students who are happy with our services to leave a review on our products. Content from such reviews may be posted on our website, including the student's name and their testimonial. If you would like this removed, please email privacy@thecareeracademy.com.

Referrals

If you decide to refer a friend to us, we will store their personal information in our database. You should tell your friend that you have provided their information to us. If your friend does not wish us to retain their personal information, they can have it removed by emailing privacy@thecareeracademy.com.

Community forums

Our learning platform may offer publicly accessible blogs, community forums, comments sections, discussion forums, or other interactive features. You

should be aware that any information that you post in an interactive area might be read, collected, and used by others who access it.

With your consent to share

With your specific consent, we may share your information with third parties.

7. Storage of data

The data that we collect from students is securely stored on our cloud-based server with the latest firewall technology. It is only available for a select few employees to access and is backed up and encrypted.

8. Communication preferences

When you provide us with your contact details you are automatically subscribed to The Career Academy's communications. We offer an unsubscribe function allowing you to unsubscribe from all marketing communication. This can be achieved by sending an email to unsubscribe@thecareeracademy.com with the subject line containing the word 'unsubscribe'.

9. Retention of personal information

We will retain your personal information for as long as it is being used to provide services or information to you, or for the length of time necessary to comply with any regulatory requirements. After this length of time we will either delete or anonymize the information. If personal information cannot be deleted because it has been stored in our backups, we will make sure it is securely archived and isolated in those backups.

Your privacy rights

Upon request we will provide you with access to personal information we hold about you. To request this information please contact us at studentservices@thecareeracademy.com. You may update or correct your personal information in your online learning platform profile or by contacting studentservices@thecareeracademy.com. To make a request to

have personal information held by us returned to you or deleted, please email studentservices@thecareeracademy.com. Requests to access, change, or remove your information will be handled within 20 working days.

We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once it is received. If you have any questions about the security of your personal information, you can contact us at privacy@thecareeracademy.com.