



Hendersons Educational Services Pty Ltd (Hendersons) Privacy Policy

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Document Owner: Executive Director

Use this policy to understand our approach to the privacy our
of Parents/Guardians, students and staff.

Privacy Policy

This privacy policy discloses the privacy practices for Hendersons Educational Services Pty Ltd (Hendersons) and our website www.hendersons.com.au and <https://portal.hendersons.com.au> . This privacy policy applies to information collected by this website, phone, email, forms, in person, or other means of communication. It will notify you of the following:

1. What personally identifiable information is collected from you, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site and through other means of communication such as phone, email, forms, in person meetings, etc. We only have access to/collect information that you voluntarily give us via the website, phone, email, forms, in person meetings or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to enrol a student.

Unless you ask us not to, we may contact you via email, phone or mail in the future to tell you about news related to our services, Educational updates, new products or services, or changes to this privacy policy.

The types of information we collect and hold includes:

- Parent/Guardian details (name, phone, email, address)
- Student details (name, date of birth, current school, current year level, schools applying to)
- Medical information
- Student action plans
- Email address
- Home address

This information is collected via our website, phone, email, forms, in person meetings or other direct contact with you.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

Security

We take precautions to protect your information. When you submit sensitive information via the website, phone, email, forms, in person or other means, your information is protected both online and offline.

Wherever we collect credit card data, that information is not written down but directly input into our Square account and processed while you are on the phone with us. The credit card data is encrypted and transmitted to Square in a secure way.

We endeavour to protect all information online and offline by only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Non-Disclosure to Third Parties

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Updates

Our Privacy Policy may change from time to time and all updates will be posted on www.hendersons.com.au.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at (03)98130277 or via email at info@hendersons.com.au.