



PRIVACY POLICY

First Door Training and Development Pty. Ltd. is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information. We comply with the **Standards for RTOs 2025**, **Privacy Act 1988** and the **Australian Privacy Principles**.

Information about a student, except as required by law, or as outlined in our Policies and Procedures, or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student consents to disclose information, this consent is kept on the student's records.

1. Collection of personal information

1.1 We collect personal information to provide and improve our services, including online courses, career qualifications, and customer support.

1.2 Information we collect may include:

- Name, contact details (email, phone number, address)
- Payment details for course enrolments, including credit card details if necessary to process payment
- Username, password, and login credentials
- Previous education and qualification history
- Support needs and communication records
- Technical data such as browser type, IP address/location, and device information
- Pages viewed while browsing the site, page access times and referring website address.

2. Use of personal information

2.1 This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you.

2.2 From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use it for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

2.3 We use personal information to:

- Provide access to online courses, assessment, support, and qualifications
- Arrange traineeship and apprenticeship contract meetings
- Process payments and manage enrolments
- Provide required information for Government reporting
- Improve website functionality and customer experience
- Communicate updates, promotions, and service-related information
- Ensure security, fraud prevention, and compliance with legal obligations

3. Sharing of personal information

3.1 We may occasionally hire other companies to support our business operation. Those companies will be permitted to obtain only the personal information they need to deliver the service required. First Door Training and Development Pty Ltd takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

We may share your personal information with:

- Third-party service providers (e.g., payment processors, WiseNet, Cloud Assess, IT support)
- Regulatory authorities, as required by law
- Microsoft Clarity and Microsoft Advertising to analyse website usage and improve services

3.2 We take reasonable steps to ensure these third parties comply with confidentiality and privacy obligations.

3.3 Your course progress is regularly reported to your employer, through official records and in conversation with your personal mentor. Your employer also receives third party access to Cloud Assess and can monitor your current progress in completed assessment tasks and completed units.

4. Use of tracking technologies

4.1 We use cookies, analytics, and tracking technologies to monitor website performance, enhance user experience, and provide targeted advertising.

4.2 We partner with **Microsoft Clarity and Microsoft Advertising** to capture how users interact with our website through behavioural metrics, heatmaps, and session replays. This data is used to optimise our services, prevent fraud, and improve advertising.

4.3 For more information on Microsoft's data policies, visit the [Microsoft Privacy Statement](#).

5. Data security and storage

5.1 We implement security measures to protect your personal data from unauthorised access, loss, misuse, or alteration.

5.2 While we take reasonable precautions, no data transmission over the internet is completely secure, and we cannot guarantee absolute protection.

5.3 If any persons have objections to the Privacy Policy, they should not access or use the Site.

6. Accessing and updating your information

6.1 A person has a right to access their personal information, subject to exceptions allowed by law.

6.2 Requests can be made by contacting us via email at **admin@firstdoor.com.au**. We may require verification before processing requests for security reasons.

6.3 First Door Training and Development Pty. Ltd. reserves the right to charge a fee for searching for, and providing access to, personal information on a per request basis.

7. Changes to this Privacy policy

We may update this Privacy policy periodically. Changes will be posted on our website with an updated effective date.

8. Contact us

For any questions or concerns about this Privacy policy, please contact:

First Door Training & Development Pty. Ltd.

Email: admin@firstdoor.com.au

Phone: 07 3204 4336