

Privacy Policy

1. Introduction

Evolve Learning Institute ("ELI", "we", "us", or "our") is committed to handling personal information in a lawful, fair, transparent, and secure manner, consistent with the requirements of these laws and recognised international privacy standards. This Privacy Policy explains how we collect, use, disclose, store, protect, transfer, and retain personal information when you interact with ELI, including through our website, enrolment processes, training programs, workshops, coaching services, surveys, events, learning management systems, and other business activities.

This policy is designed to comply with applicable privacy and data protection laws including:

- Australia's Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)
- The New Zealand Privacy Act 2020
- The European Union General Data Protection Regulation (GDPR)
- The UK GDPR and Data Protection Act 2018
- The California Consumer Privacy Act (CCPA) as amended by the California Privacy Rights Act (CPRA)
- Other applicable U.S. state privacy laws

By using our services, you acknowledge that your personal information will be handled in accordance with this Privacy Policy.

2. Who We Are

Data Controller / Organisation

Evolve Learning Institute (ELI) Email: support@evolveli.com.au

Where GDPR applies, ELI acts as the "Data Controller" for the personal information described in this Privacy Policy.

3. Personal Information We Collect

The information we collect depends on how you interact with us.

3.1 Identity and Contact Information

We may collect: Full name, preferred name, gender, date of birth, postal address, email address, telephone number, emergency contact details, employment details, educational history.

3.2 Financial Information

We may collect: Billing information, payment records.

Payment card details are generally processed directly by third-party payment providers such as Stripe and PayPal and are not stored by ELI.

3.3 Learning and Course Information

We may collect: Enrolment information, course participation records, assessment submissions, learning progress, attendance information, learning outcomes, communication records.

3.4 Survey and Feedback Information

We may collect: Survey responses, client feedback, industry feedback, employer feedback, job title, organisation name, contact details where voluntarily provided.

3.5 Technical and Website Information

We may collect: Ip address, browser type, device type, operating system, referring websites, pages visited, time spent on pages, download activity, cookie identifiers, advertising identifiers.

3.6 Sensitive Information

Where reasonably necessary and permitted by law, we may collect sensitive information including: Health information, disability information, information relating to reasonable adjustments, wellbeing information voluntarily disclosed. Sensitive information is only collected where necessary for service delivery, legal compliance, or with your consent.

4. How We Collect Information

We collect personal information:

Directly from you

Including when you: Make an enquiry, enrol in a course, attend workshops, participate in coaching, complete surveys, contact us by phone, email or online meetings, participate in forums or learning activities.

Automatically

Including through: Cookies, analytics tools, advertising technologies, website logs

From Third Parties where required to perform a contract

Including: Government agencies, funding authorities, employers, referral partners, training providers, service providers. Where legally required, we will obtain consent before collecting information from third parties.

5. Why We Use Personal Information

We use personal information to: Deliver educational, training and coaching services, process enrolments and registrations, verify identity, manage client records, administer learning activities, assess and monitor learner progress, process payments, respond to enquiries, conduct quality assurance and continuous improvement activities, comply with legal obligations, manage website functionality, send administrative communications, conduct marketing where permitted.

6. Lawful Bases for Processing (GDPR)

Where GDPR applies, we process personal information under one or more of the following lawful bases:

Contract

Processing necessary to: Provide training services, manage enrolment, deliver contracted services.

Legal Obligation

Processing necessary to comply with: Education regulations, tax obligations, regulatory obligations, government reporting requirements.

Legitimate Interests

Processing necessary to: Improve our services, maintain website security, conduct quality assurance, manage business operations, prevent fraud.

Consent

Processing based on consent including: Marketing communications, optional surveys, certain sensitive information, cookie preferences where required. You may withdraw consent at any time by emailing support@evolveli.com.au

7. Direct Marketing

We may send: Newsletters, event invitations, educational resources, service updates, marketing communications

We will only send marketing communications: With your consent where legally required or where otherwise permitted by law. You may unsubscribe at any time through: The unsubscribe link in emails or contacting support@evolveli.com.au

Withdrawing consent will not affect lawful processing conducted before withdrawal.

8. Survey Information

Survey information may be used to: Analyse trends, improve services, assess outcomes, support planning and decision-making.

Survey responses will not be used for direct marketing unless separate consent has been obtained.

Some surveys may be conducted through SurveyMonkey or similar platforms and may involve overseas processing.

9. Cookies, Analytics and Advertising Technologies

9.1 Cookies

We use cookies and similar technologies including: Essential cookies, functional cookies, analytics cookies, advertising cookies.

Cookies help us: Operate our website, remember preferences, improve user experience, measure website performance, personalise marketing.

9.2 Analytics

We use analytics tools including: Google analytics, microsoft analytics, other analytics providers.

These services may collect: IP address, device information, browser information, website usage information.

9.3 Advertising and Remarketing

We may use: Google ads, google display network, meta pixel, facebook advertising, instagram advertising, microsoft advertising.

These technologies may collect: device identifiers, cookie identifiers, browsing behaviour, ad engagement information. This information helps us: Measure advertising effectiveness, deliver relevant advertising conduct remarketing campaigns.

9.4 Cookie Consent

Where required by applicable law, including GDPR, non-essential cookies will only be deployed after obtaining your consent. You may: Accept cookies, decline cookies, change cookie preferences at any time through our cookie management tools.

10. Categories of Information Disclosed

In order to provide our services to you, we may disclose information to: Trainers and assessors, consultants, learning management system providers, technology providers, website administrators, survey providers, payment processors, professional advisers, government agencies, funding agencies, regulators, law enforcement where required.

11. Sale or Sharing of Personal Information (California Notice)

ELI does not sell personal information for monetary compensation. However, some advertising technologies may constitute "sharing" of personal information under California law for cross-context behavioural advertising. California residents have the right to opt out of such sharing. To exercise this right, contact: support@evolveli.com.au or use available cookie preference tools.

12. International Transfers

As an Australian organisation, ELI primarily stores data in Australia. Some service providers may process personal information outside Australia, including in: United States, European Union, United Kingdom, other jurisdictions where our providers operate.

Where required, we take reasonable steps to ensure personal information remains protected.

13. Security Measures

We implement reasonable administrative, technical and organisational safeguards which include: access controls, encryption where appropriate, secure storage environments, staff confidentiality obligations, authentication controls, monitoring and security reviews. No system can guarantee absolute security; however, we take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

14. Data Retention

We retain information only for as long as necessary to fulfil the purposes described in this policy and comply with legal obligations.

Where retention periods expire, information will be securely deleted, de-identified or anonymised unless legal obligations require otherwise.

15. Your Privacy Rights

Depending on your location and applicable privacy laws, you may have certain rights regarding your personal information.

15.1 Australia and New Zealand Privacy Rights

If you are located in Australia or New Zealand, you may have rights under applicable privacy legislation including the Australian Privacy Act 1988 (Cth), the Australian Privacy Principles, and the New Zealand Privacy Act 2020.

Subject to applicable legal exceptions, you may: request access to personal information we hold about you; request correction of personal information that is inaccurate, incomplete, out of date, misleading, or irrelevant; request information about how we collect, use, disclose, and store your personal information; make a complaint regarding our handling of your personal information; and withdraw consent where processing is based on consent.

We will respond to privacy requests within a reasonable period and in accordance with applicable legal requirements.

15.2 Rights Under the GDPR, UK GDPR and Similar Privacy Laws

If you are located in the European Economic Area (EEA), United Kingdom, or another jurisdiction that grants similar rights, you may have the following rights: Right of Access; Right to Rectification; Right to Erasure ("Right to be Forgotten"); Right to Restriction of Processing; Right to Data Portability; Right to Object; Rights Relating to Automated Decision-Making and Profiling; Right to Withdraw Consent.

15.3 California and Other U.S. State Privacy Rights

Depending on your state of residence, including California, you may have the right to: Know what personal information we collect, use, disclose, sell, or share; access personal information we hold about you; correct inaccurate personal information; request deletion of personal information, subject to legal exceptions; obtain a portable copy of your personal information; opt out of the sale or sharing of personal information for cross-context behavioural advertising; opt out of targeted advertising and certain profiling activities where applicable; limit the use and disclosure of sensitive personal information where required by law; and receive equal service and pricing regardless of whether you exercise your privacy rights. ELI does not sell personal information for monetary consideration. However, certain advertising technologies may be considered "sharing" under California law.

15.4 Exercising Your Rights

To exercise any privacy rights, please contact us at:

Email: support@evolveli.com.au

Before processing a request, we may need to verify your identity to protect your personal information and ensure requests are made by the appropriate individual or authorised representative.

15.5 Fees and Requests

You are not required to pay a fee to access your personal information or exercise any applicable privacy rights.

However, where permitted by law, we may charge a reasonable administrative fee or refuse to act on a request if it is manifestly unfounded, repetitive, excessive, or abusive. In such circumstances, we will explain the reasons for our decision.

15.6 Complaints and Supervisory Authorities

If you believe that we have not handled your personal information in accordance with applicable privacy laws, you may contact us directly: support@evolveli.com.au

Where applicable dependant on your location, you also have the right to lodge a complaint with: The Office of the Australian Information Commissioner (OAIC); Office of the Privacy Commissioner (New Zealand); A supervisory authority in the European Economic Area; The United Kingdom Information Commissioner's Office (ICO); or An applicable U.S. state privacy regulator.

16. Changes to this Policy

We may amend this Privacy Policy from time to time. The latest version will be published on our website with an updated Effective Date. Continued use of our services following publication of changes constitutes acceptance of the updated policy where permitted by law.