



Privacy Statement

Insight International Consultancy Pty Ltd (hereafter "Insight") is committed to protecting the privacy of your personal information. This site supports and endorses the National Principles for the Fair Handling of Personal Information, a national benchmark developed by the federal Privacy Commissioner for use across Australia.

Your use of the Insight website is governed by the Privacy Statement set out below:

Please read this information carefully.

Any information that you provide to Insight will be maintained in accordance with this privacy statement. Please ensure that you read the statement carefully and understand the purposes that information provided to Insight will be used. Insight may change this statement from time to time and if so, Insight will use reasonable efforts to publish any change to its privacy statement.

What information does Insight gather?

Insight will gather specific information from you including your name and address among other personal data that you provide. Information that is essential to the provision of services or products will be designated "required field" in this website. Orders submitted to our iShop require all fields to be answered. Additional information that would provide Insight with flexibility in the provision of services and may be used for internal statistic studies and market research is as optional. For example, your date of birth and residency status is required to satisfy government training requirements whereas a fax number may not be essential but will provide Insight with another means of communication with you.

Ultimately it is at your discretion as to how much personal information you provide us with, although in some circumstances if you choose to not answer questions it may limit the services and products that Insight is able to offer. For example, if you are applying for either State or Commonwealth Govt funding then you will be required to provide us with specific details such as date of birth and past educational training.

How does Insight use personal information?

Insight may use the personal information you submit for any purposes related to Insight's business, including but not limited to generating statistical studies, improving its products and services, sending new surveys and notifying you of updates, new products, special offers, seminars and conventions and any other changes within Insight that may affect you. Any information supplied will not be revealed to a third party, excluding government-funded programs when this information is required.

If you wish to limit the use of your personal information to purposes other than those outlined in these paragraphs you should advise Insight in writing. Insight will use reasonable efforts to honour your requests, but we appreciate your patience in allowing us a reasonable amount of time for processing.

What choices do you have about how your personal information is used and what is Insight's commitment to data quality and reliability?

Insight respects your privacy and realises that not everyone likes to receive special offers or information. If you would like your name deleted from this list or if you don't want to receive Insight's email updates when they are released from time to time, please use the contact information below to request that Insight remove you from its list. If you believe that Insight may not have your correct and current personal information, you may update your information at any time by using the contact information below to inform Insight of changes in your personal information.

Does Insight share the information that it gathers with third parties?

It is the policy of Insight not to share your personal information with any third party. In the event of us finding products or services we believe to be of benefit, we would advise you of the product/service only. Insight does not forward your information to any private sector company for any reason, including for addition to mailing data.

Insight will however provide personal information to the appropriate government department to assist with funding and statistics.

Does Insight share the information that it gathers with government agencies or law enforcement?

Insight reserves the right to monitor, and disclose to, government officials or law enforcement, without your consent, any communications and personally identifiable information, whenever prompted to do so, by legal authorities, even when you have requested that your information not be disclosed to third parties. Personal information including your address given in the course of this transaction may be used to determine your liability to Australian Goods and Services Tax (GST). You are taken to permit such disclosure of your personal information by use of this Website.



What is Insight's commitment to data security?

Insight recognises your concern for security, and will use reasonable efforts to establish secure connections with you and to limit access to databases containing personal information to authorised personnel only.

Any information in regard to work submitted online will be viewed by the appropriate staff unless otherwise required. For example, in the case of a technical error, the assistance of administration or technical personnel may be required. Insight does not keep a record of your password to the iLearning site.

Does Insight use cookies?

This site uses cookies to make your experience of our website easier and more efficient.

Cookies are small data files that we send to your computer so that we can remember your user I.D., your password for access to our site, how many times you have visited us before, the way you have chosen to view our site on earlier occasions. As you navigate our site and each time you visit us, we can automatically retrieve this information to tailor your experience of the site.

In using cookies we do not record any personal information at all. We don't use cookies to collect names, email addresses, or details of commercial transactions. We don't use them as the basis for direct marketing.

If you would prefer not to receive any cookies, you can configure your browser to refuse them, or to give you the option to receive them or not each time.

When you visit this site our Internet Service Provider makes a record of your visit and logs the following information for statistical purposes – the user's server address, the user's top level domain name (e.g. .com, .gov, .au, etc.), the date and time of the visit to the site, the pages accessed and documents downloaded, the previous site visited and the type of browser used. Any data collected will not be used to identify users unless there is a legal obligation to do so.

What are Insight's contact procedures?

If you believe Insight has not adhered to its privacy statement, if you would like to be removed from Insight lists, or if you would like to update your personal information, you may notify Insight by email, telephone, fax, or postal mail. Insight will use reasonable efforts to promptly resolve any issues.



Who can I contact if I have concerns about privacy?

Insight would welcome comments by you in relation to privacy issues generally, or any privacy issues that concerns you. You may also contact the Privacy Commissioner in Australia if you want to know more about privacy issues. Their web address is: <http://www.privacy.gov.au/>

Insight International Consultancy P/L
P.O. Box 7250,
Hutt Street,
Adelaide SA 5000
Phone: 08 8232 8120
Fax: 08 8232 8121
email: insight@insightinternational.com.au