

## Privacy Policy



Launch Learning Centre (27677893882) has created and implemented a Privacy Policy in line with Australian Privacy Principles set out in the Australian Privacy Act 1988. We understand the importance of protecting personal information and value your privacy.

Our policy outlines the type of information we collect and hold, how we collect and hold this information, how we use this information and why we collect this information. In addition, our policy outlines how you will be made aware of any changes to the policy and who you can contact should you have questions or concerns or should you need to change personal information.

### Information we collect:

We will collect personal information that includes (but is not limited to):

- Name
- Age
- Email address
- Contact details
- Student's grade level
- Payment details for example credit card information or bank details

### Why we collect information:

Collecting personal information allows Launch to communicate with customers, book students into programs, understand student needs, meet the needs of students, match students to appropriate groups and programs, assess and monitor students and personalise our services.

### How we collect information:

At Launch we will collect personal information when:

- You purchase a product or service
- You make an enquiry about a product or service, via our website, on the phone or in person
- You provide us with information
- You provide feedback
- You follow us on social media
- We are required by law to do so

Marketing:

We may send you marketing communication to promote our business, products and services. We do not send any marketing material to students. Consent is to be given prior to receiving marketing communication, we comply with the Spam Act 2003 and opt out options are available.

Data Storage and Security:

At Launch we use the appropriate physical, digital, managerial and security systems to store your personal information and to protect it against unauthorised access, destruction or disclosure. If we no longer require your personal information for the purpose for which we obtained it, we will permanently remove any information that could be used to identify you, to prevent future re-identification. We will retain your information only for as long as required by law or our procedures. Please note that we will never sell, rent, or trade your personal information to any other entity. We will not share your personal information with any third party outside of Launch, unless required to by law. Information is only permitted to be accessed by those employed at Launch Learning Centre who undertake training in our Privacy Policy.

Cookie Policy:

Our website uses cookies. This allows for enhancement of user experience and improved functionality of our online services.

Our website contains links that lead to other websites. If you click on these links we cannot be held responsible for your data and privacy protection. Visiting those websites is not governed by this privacy policy agreement. Make sure to read the privacy policy documentation of the website you go to from our website.

Accessing, updating or correcting your personal information:

At Launch we strive to store accurate, up to date personal information. You have the right to request access to your personal information or request changes to any of your personal information which we are holding at any time. Any outdated information or information no longer required will be destroyed. How our policy is communicated: Our Privacy Policy is reviewed to ensure it is updated, relevant and aligned with applicable laws and regulations. The policy is available on our website or in hardcopy form in our office. Any changes made to the policy will be added to the policy outlined via our website.

Date: Last reviewed: 1 December 2025

Next review date: 1 December 2026

Responsible officers: Launch Directors