



National Apprenticeship
Employment Network

NAEN Privacy Policy

The National Apprenticeship Employment Network (NAEN) is committed to client service and this policy outlines our ongoing obligations to you in respect of how we manage Personal Information.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect may include: names, addresses, email addresses, and phone numbers. This Personal Information is obtained in many ways by telephone, by email, via our website www.naen.com.au and sometimes from third parties. We don't guarantee website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing lists at any time; all you need to do is let us know.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Access to your Personal Information

You have the right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make out your request to us in writing. The National Apprenticeship Employment Network will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing such information.

Maintaining the Quality of your Personal Information

It is an important part of providing our services to you that your Personal Information is up to date. It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

Google Analytics

We use Google Analytics, a web analytics service provided by Google Inc. ("Google"), to help improve the efficiency and usability of this website.

Google Analytics uses first-party cookies and JavaScript code to gather statistics about how the website is accessed. It anonymously tracks how you interact with this website, including where you came from and what you did on the site. This information (including your IP address) is transmitted to and stored by Google on servers located outside Australia. Google is based in the United States of America (USA). To contact Google, see Google's Contact us page.

Google uses this information to evaluate your use of our website, compile reports on website activity and provide other website and internet usage services. Google may transfer this information to third parties where required to do so by law, or where they process information on Google's behalf.

By using this website, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. Relevant legislation of the USA will apply. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google.

MailChimp

We sometimes use MailChimp, which provides online tools that can be used to create, send, and manage emails. MailChimp may collect personal information, such as distribution lists which contain email addresses, and other information relating to those email addresses. For further information about the type of personal information MailChimp collects, refer to the MailChimp Privacy Policy.

- We will only use this information to:
 - create, send and manage emails relating to the work of NAEN
 - measure email campaign performance
 - improve the features for specific stakeholders
 - compile generic reports on activity

MailChimp may transfer this information to 3rd parties where required to do so by law, or where such third parties process the information on MailChimp's behalf.

MailChimp is based in the United States of America (USA) and the information collected about your use of the website (including your IP address) will be transmitted to and stored by MailChimp on servers located outside Australia.

By subscribing to our eNewsletter, you will be taken to have consented to your personal information being used as described above. This means:

You consent to your personal information being collected, used, disclosed and stored as set out in Mail Chimp's Privacy Policy and agree to abide by Mail Chimp's Terms of Use.

You understand and acknowledge that this service utilises a MailChimp platform, which is located in the United States of America (USA) and relevant legislation of the USA will apply.

As you have consented to the disclosure of your personal information to MailChimp, Australian Privacy Principle 8.1 contained in Schedule 1 of the Privacy Act will not apply.

You understand and acknowledge that MailChimp is not subject to the Privacy Act 1988 (Cth) and you will not be able to seek redress under the Privacy Act 1988 (Cth) but will need to seek redress under the laws of the USA.

You can opt out of our mailing list if you choose the 'unsubscribe' service provided by MailChimp in every email, or contact us.

Policy Updates

This Policy may change from time to time. The National Apprenticeship Employment Network Privacy Policy is available on our website to anyone who requests it.

Privacy Policy Enquiries

If you have any queries about our Privacy Policy please [contact us](#).