



**RAA Driver Education**

101 Richmond Road, Mile End, South Australia 5031  
T 08 8202 4444 E drivereducation@raa.com.au  
raa.com.au

**Royal Automobile Association of South Australia Inc.**

ABN 62 161 755 488 Registered Training Organisation 40851

## Privacy Policy

### Your Privacy Is Important To Us

The statement below outlines the RAA Driver Education general philosophy in relation to privacy and is intended to provide a brief yet clear statement about how we manage personal information.

### RAA DRIVER EDUCATION PRIVACY POLICY STATEMENT

RAA Driver Education is committed to protecting the privacy of members and customers. RAA Driver Education abides by the National Privacy Principles [NPPs] contained within the Privacy Act (as amended) and is also bound by the Australian Direct Marketing Association Privacy Code for direct mail activities. Privacy of your personal information is important to us and we conduct our business with the highest standards of personal and corporate integrity. We aim to provide the best possible service, whilst ensuring you are aware of how your personal information is used within RAA Driver Education, and by our related entities.

#### What information do we collect?

We will always be open and honest in our dealings with you and will only collect information about you that we believe is necessary to undertake our legitimate business activities. The nature of the personal information we collect will be dependent upon your chosen level of interaction with RAA Driver Education, and the degree to which you utilise the broad range of our benefits, products and services. Generally, the personal information is comprised of your name, address, date of birth, vehicle details and telephone, and e-mail contact details. Further specific details may be required for different types of transactions. RAA Driver Education also retains transactional histories of your usage of our services for audit purposes and to assist in understanding your circumstances, preferences and service needs.

#### Why is the information collected and how is it used?

Generally, we collect information necessary to validate your identity and to ensure your request or enquiry can be actioned efficiently and effectively. Collection of personal information is necessary to undertake the services offered by RAA Driver Education.

#### How do we collect the information?

In most cases we only collect information about you, directly from you, however there are circumstances where this is impractical, e.g: where a booking has been made for you by your parent or authorised guardian.

#### What if you don't want to provide certain personal information?

RAA Driver Education only seeks information that we believe is necessary to undertake a specific transaction or function, therefore, refusal to supply requested details may delay or prevent us from satisfying your request for our service.

#### Disclosure of personal information

Any information collected by RAA Driver Education is kept strictly confidential and is only accessed by authorised staff, agents, contractors or service providers in the course of them undertaking their legitimate duties in providing a given product or service. Only information necessary for the particular function is shared with the relevant service provider. Your personal information will not be given, rented, sold or traded to any external third party organisation and will only be made available to an outside entity where;

- RAA Driver Education has contracted an external service provider (under strict privacy terms) to assist in the execution of RAA Driver Education's legitimate activities, OR;
- RAA Driver Education is acting as an agent or representative of another entity, OR;
- If disclosure is required by or authorised by law, OR;
- If you consent to the disclosure of specific information.

#### Accessing personal information

RAA Driver Education respects the rights of individual members and customers to access and correct their own personal information in our possession. Simple access requests can usually be actioned over the telephone on **(08) 8202 4444**.

## **Marketing and promotional offers**

RAA Driver Education honours any request not to receive unsolicited, personally targeted promotional material. You may exercise your choice or preferences at any time, by email to [DriverEducation@raa.com.au](mailto:DriverEducation@raa.com.au), or by telephone on **(08) 8202 4444**.

## **Comments and complaints regarding Privacy**

If you have a problem with how RAA Driver Education has used your personal information, or are concerned about any aspects of the RAA Driver Education Privacy policy or procedures, we want to hear from you. In the first instance, all privacy related comments or complaints may be directed to: 'The Privacy Officer' 101 Richmond Road MILE END 5031

Our Privacy Officer has the appropriate knowledge and authority to deal with any privacy matter, and will be able to explain your rights and any referral that may be necessary in order to resolve the matter. Any formal privacy complaint will be dealt with by the Privacy Officer.

Privacy related comments and complaints may be lodged over the telephone on **(08) 8202 4444** or by email at **[DriverEducation@raa.com.au](mailto:DriverEducation@raa.com.au)**. The matter will be investigated and a response will be provided promptly. Details of the Federal Privacy Commissioner are as follows, however they will only become involved when all internal avenues have been exhausted: Privacy Complaints: The office of the Federal Privacy Commissioner, Telephone: **1300 363 992**.  
Website: **[www.privacy.gov.au](http://www.privacy.gov.au)**