



## **Privacy Statement – External Learning Management System**

### **Why we collect personal information about you**

Hearing Australia collects your information such as your name, email, workplace, and job role, to provide the right learning and support for you and your workplace. The system also collects information about how you use it, including your progress and activities.

This includes:

- Giving you access to training and resources;
- A certificate when you complete the training;
- Giving your workplace support in implementing hearing programs.

We only ask for the information we need to provide our services. If you do not share this information, some services may not be available to you. If you are providing someone else's personal information, please make sure you have their permission.

### **How we use and disclose your personal information**

We use your information to:

- Run training programs;
- Check how you are doing in training; and
- Make the training and learning system better.

We will only use your information for these purposes and will never sell it. In some cases, sensitive information may be collected for certain training needs with your consent.

We will share your information, including usage and learning data, with SAP Success Factors, the company that runs the platform, and Discovery Partners, the company that provides technical support. These providers will only use your information to help improve the training and must follow the rules in the *Privacy Act* 1988. Please make sure to check the privacy policies of these providers to understand how they handle your information.

Your information may also be shared with authorities if required by law. Any data collected through the learning system will be made private and combined for reports to the Australian Department of Health and Aged Care. These reports will not include your personal details. They will show things like the number of people, types of groups, and services using or finishing training on the platform.

### **Data Security and Retention**

We keep your information safe and only store it for as long as needed for training or legal reasons.

### **Our Privacy Policy**

You can see our Privacy Policy at [hearing.com.au/privacy-policy/](https://hearing.com.au/privacy-policy/) or ask us for a copy.

If you have any questions about how we collect, use, or protect your personal information, you can email us at [learning@hearing.com.au](mailto:learning@hearing.com.au) or call **1300 360 355**.

### **Updates**

This statement may be updated from time to time. We will post any changes on our LMS webpage so you can stay informed.