

Welcome to the Lived Experience Australia Online Learning Platform ("**the site**"). Lived Experience Australia Ltd is committed to protecting your privacy and the confidentiality of any personal information you provide to us. We comply with the Privacy Act 1988 (Cth) and other relevant state laws in relation to the management of personal information.

This Privacy Policy describes our policies and procedures on the collection, holding, use and disclosure of your personal information. By providing any personal information to the Lived Experience Australia Ltd via the site (www.learn.livedexperienceaustralia.com.au), you indicate your acceptance of this Privacy Policy.

This Privacy Policy should be read together with our [Terms of Use](#).

What is personal information?

When used in this Policy, "personal information" has the meaning given in the Privacy Act. Generally, it means any information or an opinion that could be used to personally identify you.

What personal information do we collect?

We collect individual's names, contact details, basic demographics and employer information. However demographic and employer information is voluntary and is not required to register a user account and access online training courses from us.

All information collected is securely stored within Microsoft servers and only accessible by authorised individuals with secure logins.

How does Lived Experience Australia Ltd use personal information?

Along with information about how and when you access the site, any personal information you provide helps us to evaluate people's use of the site, so we improve it for the benefit of all users and for de-identified reporting purposes to our funding bodies. We do not collect this information for any type of online advertising, and your information will not be shared with any third parties.

Individual information for the purpose of creating a user account is sent to and stored on secure Microsoft servers.

If you choose to provide your personal details to us, you agree that your personal information may be used as set out above.

Other than for the purposes described above, Lived Experience Australia Ltd we will not use your personal information without your prior consent.

Security of your information

We take reasonable steps to ensure the security of all information we collect, including that the information is protected from misuse and loss and from unauthorised access, modification or disclosure. For example, if personal information is collected, is maintained in a secure environment, which can be accessed only by authorised personnel. No data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure.

Disclosure of personal information

Personal information will only be disclosed to third parties in accordance with this Privacy Policy. Information may be provided to third parties where any functions or services relating to the purpose for which the personal information is collected are being outsourced or you would reasonably expect us to disclose it to a third party for a particular purpose.

We will not use or disclose your personal information except in accordance with this Privacy Policy unless you have consented to the use or disclosure, or where disclosure is necessary to prevent injury to life or health, to investigate any suspected unlawful activity or where the use or disclosure is required or authorised by law.

Lived Experience Australia Ltd does not directly transfer or disclose personal information from Australia to any countries overseas.

Complaints about your privacy

You may make a complaint regarding our privacy practices (including any suspected breach of the Australian Privacy Principles), by contacting the Privacy Officer in writing via [email](#) or post (Lived Experience Australia Ltd PO Box 542, Marden SA 5070).

We will investigate your complaint, provided that it is not vexatious or frivolous. We will contact you within a reasonable period of time to advise you of the outcome of your complaint.

We will work with the appropriate regulatory authorities (if any), to resolve any complaints regarding the transfer of personal information that we cannot resolve with you directly.

Changes to this Privacy Policy

This Privacy Policy may change from time to time, particularly as new laws or regulations are introduced.

Meanings

In this Privacy Policy, "we", "us", and "our" refers to Lived Experience Australia Ltd ABN 44 613 210 889, and "our" has a similar meaning.

Contact us

Email admin@livedexperienceaustralia.com.au

Post PO Box 245, Marden SA 5070

Phone 1300 620 042