

APAC Knowledge Centre Privacy Policy

**Issue No. 1.0**

**Issue Date 25 March 2022**

**Application Date 25 March 2022**

**AUTHORSHIP**

This document was produced by the APAC Executive Committee.

**COPYRIGHT**

Copyright in this document belongs to APAC. No part may be reproduced for commercial exploitation without the prior written consent of APAC.

**FURTHER INFORMATION**

For further information about APAC or this document, please contact the APAC Secretariat. Contact details can be found at [www.apac-accreditation.org](http://www.apac-accreditation.org).

**CONTENTS**

1 INTRODUCTION 4

2 APPLICATION OF THIS PRIVACY POLICY 4

3 ADDITIONAL RIGHTS AND OBLIGATIONS 4

4 COLLECTION OF PERSONAL INFORMATION 4

4.1 Types of personal information we collect 4

4.2 How we collect personal information 5

4.3 Use of personal information 5

4.4 Sharing of personal information 5

4.5 Storage of personal information 5

4.6 Updates 6

4.7 Payment information 6

4.8 Access and correction of personal information 6

4.9 Other websites 6

5 CHANGES TO THIS PRIVACY POLICY 6

6 YOUR ACCEPTANCE OF THESE TERMS 6

7 CONTACT 7

# 1 INTRODUCTION

* 1. The Asia Pacific Accreditation Cooperation Incorporated (APAC, we, us) is an incorporated society that is registered in New Zealand under the Incorporated Societies Act 1908. APAC operates throughout Asia and the Pacific Rim. Asia refers to the region bounded on the east by the Pacific Ocean, the south by the Indian Ocean, the north by the Arctic Ocean, and the west by an indirect line that follows the Ural Mountains, the Caucasus Mountains, and the Caspian and Black seas. It comprises of Central Asia, East Asia, South Asia, Southeast Asia, and Western Asia.

1.2 At APAC, the privacy and security of your personal information is important to us, and we are committed to protecting your privacy.

# 2 APPLICATION OF THIS PRIVACY POLICY

2.1 The APAC Knowledge Centre (“School”) is an online platform with materials, recordings, webinars and e-learning courses for its users (“Students”, “you”) who are, primarily, the personnel of accreditation bodies in the Asia Pacific region, APAC evaluators and APAC stakeholders.

2.2 The School uses teachable.com, an IT platform, to provide those services. If you wish to understand more about how teachable.com collects and uses your personal information please refer to [teachable.com's privacy policy](https://teachable.com/privacy-policy).

2.3 This Privacy Policy explains how APAC collects information that is capable of identifying you in your capacity as a Student (“personal information”) and how that personal information is used, held and disclosed. If we collect your personal information in any other context, a separate privacy policy (available here) [insert link] will apply in respect of our collection, use and disclosure of that personal information.

2.4 If you would like to contact us in relation to this Privacy Policy or our use of your information, please email us at the details set out in the Contact section below.

# 3 ADDITIONAL RIGHTS AND OBLIGATIONS

3.1 This Privacy Policy applies in addition to, and does not limit, our rights and obligations under the Privacy Act 2020 (as amended or replaced from time to time) (Privacy Act), applicable privacy laws from other jurisdictions (such as the Privacy Act 1988 (Cth) in Australia) or any specific authorisation that you provide to us when you interact with us.

3.2 You are not required to provide us with any personal information that we request. However, if you do not do so, you may not be able to enrol as a Student in the School or in a Course within the School or we may not be able to provide you with certain School related materials or services.

# 4 COLLECTION OF PERSONAL INFORMATION

4.1 Types of personal information we collect

The personal information we collect from you will vary, but it may include:

1. identification information, such as your name and contact details; and
2. user account information.

4.2 How we collect personal information

We collect personal information directly from you or from teachable.com. We may collect personal information from Students in a variety of ways, including, but not limited to, when Students enrol in the School or a Course within the School, subscribe to a newsletter, and in connection with other activities, services, features, or resources we make available in our School. We may also collect your personal information from a third party if you authorise us to do so.

4.3 Use of personal information

4.3.1 The School may collect and use Students’ personal information for the following purposes:

1. to enrol/provide access to the School;
2. information you provide to us will be used to enrol you in the School and/or in a Course within the School and to provide you with access to material;
3. to improve customer service;
4. information you provide helps us respond to your customer service requests and support needs more efficiently;
5. to personalize user experience;
6. we may use information in the aggregate to understand how our Students as a group use the services and resources provided in our School;
7. to send periodic communications (e.g. emails);
8. we may use Student email addresses to send Students information and updates pertaining to their order. Student email addresses may also be used to respond to Student inquiries, questions, or other requests; and
9. for any other purpose authorised by you or permitted by law.

4.3.2 We also use aggregated and anonymous information (where identifiable characteristics are removed, so that you will remain anonymous) for statistical and research purposes.

4.4 Sharing of personal information

We do not sell, trade, or rent Student personal information to others. However, we may share your personal information with our service providers (including teachable.com) to assist us with the operation of the School and any other party authorised by you or to whom we are required or authorised to disclose personal information in accordance with applicable law.

4.5 Storage of personal information

4.5.1 Personal Information that we collect is held by us or on our behalf. For example, most personal information we hold will be securely stored and processed in “the cloud” by teachable.com on our behalf in overseas locations. The use of these services, and the transfer of information overseas (if applicable) will not relieve us of our obligations under the Privacy Act and this Privacy Policy.

4.5.2 Security of your information is very important to us. We will take reasonable technical and organisational precautions to protect personal information that we hold. However, due to the inherent nature of the internet, we are not able to guarantee the security of any information that we hold or that you transmit to us.

4.6 Updates

We rely on you to update us if your contact details change (please refer to the Contact Us section below).

4.7 Payment information

APAC does not collect or hold any payment related information about you. If you enrol in a Course within the School that has a fee then you may need to provide certain payment related information to teachable.com’s third party payment processors. Please refer to [teachable.com's privacy policy](https://teachable.com/privacy-policy) for further information.

4.8 Access and correction of personal information

Under the Privacy Act, you have the right to request confirmation of whether we hold any personal information about you. You also have the right to request access to and correction of any personal information that we hold about you. Please refer to the Contact Us section below.

4.9 Other websites

Our School website may provide links to other websites, including our partners, suppliers, advertisers, sponsors and licensors. These websites are outside our control and are not covered by this Privacy Policy. If you access other websites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy. We are not responsible for the privacy policies or the content of any third party website.

# 5 CHANGES TO THIS PRIVACY POLICY

The School has the discretion to update this Privacy Policy at any time. We encourage Students to frequently check this page for any changes. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

# 6 YOUR ACCEPTANCE OF THESE TERMS

By enrolling in the School, you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, please do not enrol in the School. Your continued enrolment in the School following the posting of changes to this Privacy Policy will be deemed your acceptance of those changes.

# 7 CONTACT

If you have any questions or requests relating to this Privacy Policy or Personal Information that we may hold about you, please contact us on:

APAC Secretary (acting as the Privacy Officer)

Asia Pacific Accreditation Cooperation Incorporated (APAC)

PO Box 5154

South Turramurra

NSW 2074

Phone: +61 466 262 372

E-mail: secretariat@apac-accreditataion.org