

Privacy Policy



Effective date	1 July 2025
Entity	NATA Education & Advisory Services Pty Ltd (NEAS)
ABN	94 685 109 102
Contact	info@neas.com.au

1. Our commitment to privacy

At NATA Education & Advisory Services (NEAS), we are committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information.

2. What personal information we collect

We may collect and hold the following types of personal information:

- Name, title, and organisation
- Email address, phone number, and postal address
- Job title and organisation
- Course enrolment details and attendance records
- Invoicing information
- Information provided through our website, newsletters, feedback forms, and contact channels
- Any other information you voluntarily provide to us

For training or advisory services, we may also collect information related to your role, team, or quality systems, only where relevant to the service being delivered.

3. How we collect personal information

We collect personal information through:

- direct communication (email, phone, forms)
- online registrations for training or events
- advisory service engagement and delivery
- subscriptions to newsletters or updates
- feedback surveys or evaluations
- our website and social media interactions.

We only collect information that is necessary for our functions and activities.

4. Why we collect your information

We collect and use your personal information to:

- deliver training and advisory services
- communicate with you about enrolments, schedules, and service delivery
- send updates, newsletters, or promotional materials (with your consent)
- improve our services based on your feedback
- comply with regulatory, legal, or contractual obligations
- administer billing, payments, and customer support

We will not use or disclose your information for any purpose other than the one it was collected for, unless you consent or the law requires it.

5. Disclosure of your information

We may disclose your personal information to:

- our staff and advisors delivering education and advisory services

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- our parent organisation, NATA, for administrative and reporting purposes
- third-party service providers (e.g. learning platforms, payment processors, IT support), strictly for operational purposes
- government agencies or regulators where legally required.

All third parties are required to handle your personal information in accordance with this Privacy Policy and applicable privacy laws.

We do **not** disclose personal information to overseas recipients unless it is necessary for service delivery and with your consent.

6. Data security

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access or disclosure. This includes secure storage (physical and digital), access controls, and data retention policies. When your information is no longer required, we will take reasonable steps to destroy or de-identify it.

7. Accessing and updating your information

You may request access to your personal information held by NEAS at any time by contacting us. If any information is inaccurate, incomplete, or out of date, we will take reasonable steps to correct it.

To request access or a correction, please contact:  **info@neas.com.au**

8. Marketing and communications

If you have subscribed to our newsletter or opted into receiving updates, we may use your contact details to send you information about our services, upcoming courses, or relevant news.

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You can opt out at any time by clicking **unsubscribe** in our emails or contacting us directly.


9. Website and cookies

When you visit our website, we may collect non-identifiable information such as browser type, pages viewed, and time spent on the site. This helps us improve user experience and website functionality. We may also use cookies and similar technologies to enhance your browsing experience. You can manage or disable cookies through your browser settings.

10. Complaints and questions

If you have any concerns about how we have handled your personal information, or if you believe we have breached the Australian Privacy Principles, please contact us.

We will respond promptly and work to resolve your concerns.

If you are not satisfied with our response, you may also contact the **Office of the Australian Information Commissioner (OAIC)**:  www.oaic.gov.au

11. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

Contact Us

NATA Education & Advisory Services (NEAS)

 info@neas.com.au