

## **PRIVACY**

This following document sets forth the Privacy Policy for the Frontier Education website, [www.pstrgroup.com](http://www.pstrgroup.com) Public Safety Training & Response Group is committed to providing you with the best possible customer service experience. Frontier Education is bound by the Information Privacy Act 2009 (QLD) and Privacy Act 1988 (Cth), which sets out a number of principles concerning the privacy of individuals.

### **Collection of your personal information**

There are many aspects of the site which can be viewed without providing personal information, however, for access to further Public Safety Training & Response Group customer support features, you are required to submit personal information. This may include but is not limited to, a unique username and password, or providing sensitive information in the recovery of your lost password.

### **Sharing of your personal information**

We may occasionally hire other companies to provide services on our behalf, including but not limited to, the handling customer support enquiries, processing transactions or customer freight & shipping. Those companies will only be permitted to obtain the personal information they need to deliver the service. Public Safety Training & Response Group takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

### **Use of your personal information**

For each visitor to reach the site, we expressly collect the following non-personal identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the site, page access times and referring website address. This collected information is used solely for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at this site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future, we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

### **Changes to this Privacy Policy**

Public Safety Training & Response Group reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the site.

### **Accessing Your Personal Information**

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Public Safety Training & Response Group reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

### **Contacting us**

Public Safety Training & Response Group welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact

us by any of the following means during business hours (8:30 am to 5.00 pm) Monday to Thursday and (8.30am to 3.00pm) Friday.

**Ph:** 1300 396 570

**Em:** [info@pstrgroup.com](mailto:info@pstrgroup.com)

**Contact Us** [page](#)