

Ascent Training Services Pty Ltd T/As:

- Ascent Training Services Pty Ltd
- Revolution Rider Training
- Ian Watson Driver Training Centre – Motor Bike Training
- Road Ready Centre

Privacy Policy



This Privacy Policy ensures you are aware of how Ascent Training Services Pty Ltd and all its trading entities, herein referred to as “Ascent”, securely manages your personal information we collect and stored from all stakeholders. This collected information is stored in accordance with the Privacy Act 1988 and Privacy Amendments (Enhancing Privacy Protection) Act 2012.

Privacy Policy

The Ascent Team warrants that all personal information submitted will remain the confidential property of the owners and will not be intentionally sold or given to any third party either in Australia or overseas under any circumstances, other than companies who manage the Ascent booking and payment portals. This policy covers all employees, contractors, and clients in how we manage and store personal information. This policy also covers the process to access your own information along with the process required to lodge a complaint.

1.You understand that Ascent Training Services is required to disclose some personal information to specific regulatory bodies depending on the state,

- Roads and Maritime Services (RMS) may be advised that you are undertaking rider training and testing and our observations and outcomes. RMS may use and disclosure that personal information in connection with driver licensing and road safety purposes.
- Department of Transport and Main Roads (TMR) may be advised of the training and testing being conducted and the outcome of these tests.
- ACT Government (Access Canberra) may be advised that you are undertaking rider training and testing and be informed of the outcome.

2.Ascent Training Services will not collect personal information unless the information is reasonably necessary for one or more of its functions and activities. If any stake holder is not willing, or unable to provide all reasonably requested information then Ascent may refuse the delivery of our products or services.

Internet Address (IP address)

Cookies

Personal Data from all stake holders to enable delivery of the company services

Email information

Network Usage

Credit Card Payments

User Account Termination

INTERNET ADDRESS/ACCESS

1.Ascent may temporarily store your internet address (IP) and the pages you access and a

timestamp of when you accessed them to monitor user traffic through its website. We intend to use this data collected to generate statistics that aid us to deliver better web content services to our users.

2. Ascent promise not to distribute collected user information to any third party unless required by applicable government legislation outside of normal business requirements.

COOKIES

Ascent cookies are strictly intended to store information pertaining to a user's session. Although unlikely, Ascent will condemn any party that intercepts or distributes malicious content via its cookies. If you experience unusual activity whilst browsing our website, please report the incident to us at info@ascenttrainingservices.com.au and we will investigate the matter in accordance with our complaints handling policy and procedures. If you would like to know more in regards to this, or wish to obtain a copy please feel free to contact us at info@ascenttrainingservices.com.au

PERSONAL DATA FROM STAKE HOLDERS

1. When you submit personal information to Ascent by filling out any online enquiry forms or emails or booking in for services, information collected by us or directly sent to us is used in accordance with legislative requirements.
2. All personal information received by Ascent is used in the delivery of business services in accordance with our policies and procedures. If you are unwilling or unable to provide us with the requested information, you may not be eligible for these services due to our mandatory reporting requirements.
3. Unless required by applicable government legislation, we require your express permission to disclose your information to any third party as described in this policy.
4. Personal information maybe securely retained, for a *minimum* of 10 years for reference purposes and properly destroyed thereafter.
5. If you wish to access, suspect or discover that any information we hold is incorrect, you can contact us and we will correct the error at info@ascenttrainingservices.com.au.
6. If you wish to contact any regulatory body that we are required to share your personal information with you will need to contact that body directly.

EMAIL

1. Ascent will ask you for personal information, including your email address. Your email address will only be used for the purposes stated and will not be disclosed beyond Ascent and

the relevant bodies described within this policy, without your express permission.

2. Ascent may contact you via your nominated email address for administration and sales purposes only.

3. Ascent will not to distribute your email address to any other parties, other than the bodies described in this policy, without prior consent from you.

NETWORK USAGE

Network data traffic to and from our web servers will be monitored at all times. If excess data traffic is detected, Ascent reserves the right to cancel any or all user requests. Ascent may log its data traffic and source IP addresses of any internet request. Such information would be protected and only disclosed to authorities or law enforcement bodies with a successful warrant application.

CREDIT CARD PAYMENTS

1. When you submit your order, you will be redirected to either our EWAY or Stripe Inc. Credit Card payment gateways that will establish a secure link with your browser using Secure Socket Layer (SSL) protocol which protects your confidential information as it travels over the internet.

2. At no stage in the ordering process do we give EWAY or Stripe Inc. any information about you or your account stored in our online booking system.

3. The only exchange of information from us to EWAY or Stripe Inc. is your order total and your session id.

4. The only exchange of information between you and EWAY or Stripe.inc should be your chosen method of payment and your credit card details.

5. When the payment has been successfully received, EWAY or Stripe Inc. will send us a receipt number

6. Order details are retained for a period of up to 7 years or as required by applicable government legislation.

OTHER SITES

This site contains links to external web sites. Ascent is not responsible for the privacy practices or the content of such websites.

CONTACT US

Please feel free to contact us if you require any further information or a clarification on or for any statements above at info@ascenttrainingservices.com.au

