

# Triple P International Pty. Ltd. Privacy Statement

## Introduction

Triple P International Pty. Ltd. is committed to upholding and protecting personal information of all Trainers, Providers, participants in its Triple P Trainer Accreditation Course, participants in its various Triple P Provider Training Courses, clients and customers ( all of whom are collectively referred to hereafter as “consumers”).

With our own Privacy Policy, Triple P International Pty. Ltd. also complies with the National Privacy Principles and the Commonwealth of Australia's Privacy Act 1988 as amended.

We recognise that you as our consumer may have concern about your privacy and confidentiality whilst conducting transactions with us whether online, by phone, fax, mail, or in person.

The following Privacy Statement has been established to outline the processes and procedures involved with personal consumer information. This Privacy Statement covers all personal information collected by Triple P International Pty. Ltd. via all channels (website, phone, fax, mail, email, or in person). Unless a consumer provides us with explicit consent to act otherwise, the following policy will govern how we handle consumer personal information and safeguard their privacy.

If you have any further enquiries or concerns, or believe we have breached your privacy please contact us on (07) 3236 1212 alternatively you can email us at [contact@triplep.net](mailto:contact@triplep.net)

## Collection of Personal Information

The nature of personal information collected by Triple P International Pty. Ltd. generally comprises name, address, age, professional qualifications, name of employer, address of employer, position in the employer's organisation, contact details (phone numbers, fax numbers, email address) and credit card details.

For statistical purposes, we may collect and analyse traffic on our website. This is done solely by tracking web site activity from our web server and in no way can customers be identified. When online transaction occurs, a temporary 'cookie' is used to connect the customer's browser to our server until the transaction is complete. A 'cookie' is a message given to a web browser by a web server that allows the server to identify and interact more effectively with your computer.

We will not collect personal information from you that may reveal your racial or ethnic origin, political, religious or philosophical view point, sexual preferences, disability or other trade or professional unions.

## How your personal information is used

Personal information collected is used for several purposes such as to enable us to inform you, as one of our consumers, of new developments in the Triple P Positive Parenting Program, the availability of new training and resources (such as books, tip sheets, and videos), and to facilitate the shipment of resources, and, in the case of participants in our Triple P Trainer Accreditation Course and Triple P Provider Training Courses to track progress through the courses and the course modules.

Triple P International Pty. Ltd. may from time to time use your personal information for the purpose of market research and/or direct marketing in relation to promotional activities. At any time you are able to request that we discontinue sending you any promotional information or that you be deleted from our system.

Additionally, if you were to participate in sessions conducted by our clinicians you may also disclose sensitive information to us. Should you do so, this will be used only to help our clinician better service your individual needs.

## **Disclosure of Personal Information**

Subject to the proviso below, the personal information that Triple P International Pty. Ltd. collects from you will always remain confidential.

Subject to the proviso below, Triple P International Pty. Ltd. will not sell, rent, license, or disclose all or part of your information to any non-related party.

Related parties include:

- Families International Pty. Ltd. (the maker of the Triple P videos)
- The Parenting and Family Support Centre at the University of Queensland (the learning centre which developed the Triple P Positive Parenting Program)

The proviso to the above relates to our contracting out a number of services from time to time. Upon those occasions our contractors may see some of your personal information such as name, address, and contact details (phone numbers, fax numbers, email address).

Typically our contractors would include:

- I.T. Contractors and database designers;
- Mail Distributors;
- Conference and Events Organisers; and
- those providing services relating to marketing support, deliveries, and market research

## **Security of your Personal Information**

Triple P International Pty. Ltd. is committed to providing secure storage for your personal information. We will take all reasonable steps to protect your information from loss, misuse or alterations. Only authorised personnel have access to your private information.

## **The Quality of Personal Information.**

At Triple P International Pty. Ltd. we aim to ensure that your personal information is accurate, complete and up to date.

If you believe that we don't have accurate, complete or up to date information about you, please contact us and we will use all reasonable steps to correct the information.

## Access to Personal Information

You can request access to your personal information. A written request letter is needed for us to process your application; we will endeavour to respond to your request within 30 days.

If Triple P International Pty. Ltd. denies you access to your personal information, we will provide you reasons for the denial. Reasons may include:

- The request for access is frivolous or vexatious
- Providing access may be unlawful
- Providing access would pose a serious and imminent threat to the health of any individual.
- Providing access would have an unreasonable impact on the privacy of other individuals.

## Changes to this Statement

Triple P International Pty. Ltd. may from time to time, make changes to this Privacy Statement. We will publish those changes on our website [www.triplep.net](http://www.triplep.net)

Further information regarding the Australian Privacy Act or your privacy rights can be obtained from the Federal Privacy Commissioner's website at <http://www.privacy.gov.au/>

## Our Contact Details

Triple P International Pty. Ltd.  
Level 3,  
424 Upper Roma Street,  
Brisbane,  
Queensland, 4000  
Australia  
or  
PO Box 1300,  
Milton,  
Brisbane,  
Queensland, 4064  
Australia.

Phone: (07) 3236 1212  
Fax: (07) 3236 1211  
email: [contact@triplep.net](mailto:contact@triplep.net)

(Note: please mark any written communication "Attention the Privacy Officer")