



## **Privacy Statement**

Construction Industry Training Board is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Construction Industry Training Board Web site and governs data collection and usage. By using the Construction Industry Training Board website, you consent to the data practices described in this statement.

## **Collection of your Personal Information**

Construction Industry Training Board collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. Construction Industry Training Board also collects anonymous demographic information, which is not unique to you, such as your Post code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by Construction Industry Training Board. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by Construction Industry Training Board for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Construction Industry Training Board Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Construction Industry Training Board public message boards, this information may be collected and used by others.

Note: Construction Industry Training Board does not read any of your private online communications.

Construction Industry Training Board encourages you to review the privacy statements of Web sites you choose to link to from Construction Industry Training Board so that you can understand how those Web sites collect, use and share your information.

Construction Industry Training Board is not responsible for the privacy statements or other content on Web sites outside of the Construction Industry Training Board and Construction Industry Training Board family of Web sites.

## **Use and disclosure of your Personal Information**

Construction Industry Training Board collects and uses your personal information to operate the Construction Industry Training Board Web site and deliver the services you have requested. Construction Industry Training Board also uses your personally identifiable information to inform you of other products or services available from Construction Industry Training Board and its affiliates. Construction Industry Training Board may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.



Construction Industry Training Board does not sell, rent or lease its customer lists to third parties. Construction Industry Training Board may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Construction Industry Training Board may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Construction Industry Training Board, and they are required to maintain the confidentiality of your information.

Construction Industry Training Board does not use or disclose sensitive personal information without your explicit consent.

Construction Industry Training Board keeps track of the Web sites and pages our customers visit within Construction Industry Training Board, in order to determine what Construction Industry Training Board services are the most popular. This data is used to deliver customised content and advertising within Construction Industry Training Board to customers whose behavior indicates that they are interested in a particular subject area.

Construction Industry Training Board Web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Construction Industry Training Board or the site; (b) protect and defend the rights or property of Construction Industry Training Board; and, (c) act under exigent circumstances to protect the personal safety of users of Construction Industry Training Board, or the public.

## **Use of Cookies**

The Construction Industry Training Board Web site use "cookies" to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalise Construction Industry Training Board pages, or register with Construction Industry Training Board site or services, a cookie helps Construction Industry Training Board to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Construction Industry Training Board Web site, the information you previously provided can be retrieved, so you can easily use the Construction Industry Training Board features that you customised.

You have the ability to accept or decline cookies. Most Web browsers automatically accept

cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Construction Industry Training Board services or Web sites you visit.

## **Security of your Personal Information**

Construction Industry Training Board secures your personal information from unauthorised access, use or disclosure. Construction Industry Training Board secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

## **Changes to this Statement**

Construction Industry Training Board will occasionally update this Statement of Privacy to reflect company and customer feedback. Construction Industry Training Board encourages you to periodically review this Statement to be informed of how Construction Industry Training Board is protecting your information.

## **Access to personal information and keeping up-to-date**

Construction Industry Training Board takes reasonable steps to keep your personal information accurate, complete and up-to-date. However, our ability to do this depends to a large extent on you informing us of any changes or updates to your details.

You may request access to or correction of your personal information held by CITB at any time by contacting us at our contact details at the end of this Privacy Policy.

Construction Industry Training Board will provide you with access to your personal information and/or allow you to correct that information so that it is accurate, complete or up to date, except in limited circumstances specified under the Privacy Act. If we deny you access or refuse to correct your personal information, we will inform you of the reasons why.

We may charge you a fee for providing access to your personal information.

## **Complaints**

If you are not satisfied with the way we have handled your personal information we encourage you to contact our Privacy officer with details of your complaint by using our contact details below.



You are also entitled to lodge a complaint with the federal Office of the Australian Information Commissioner. More information can be obtained from the Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

## **Contact Information**

Construction Industry Training Board welcomes your comments regarding this Statement of Privacy. If you believe that Construction Industry Training Board has not adhered to this Statement, please contact Construction Industry Training Board at [citb@citb.org.au](mailto:citb@citb.org.au). We will use commercially reasonable efforts to promptly determine and remedy the problem.