



**RelateUcation® is powered by BFS Global  
(BluePrint Foundation for Success Development (Pty) Ltd)  
ACN: 135 616 572**

## **PRIVACY POLICY**

Your privacy is important to RelateUcation® and BFS Global (BluePrint Foundation for Success Development (Pty) Ltd). This privacy statement provides information about the personal information that RelateUcation® and BFS Global (BluePrint Foundation for Success Development (Pty) Ltd) collects, and the ways in which RelateUcation® and BFS Global (BluePrint Foundation for Success Development (Pty) Ltd) uses that personal information.

**Disclaimer** While your Privacy is important to us, nothing in this Privacy Policy constitutes a voluntary opt into any privacy laws, anywhere in the world, which we are not statutorily bound to comply with.

## **PERSONAL INFORMATION**

### **Personal Information Collection**

RelateUcation® and BFS Global (BluePrint Foundation for Success Development (Pty) Ltd) may collect and use the following kinds of personal information:

- information about your use of this website.
- information that you provide using for the purpose of registering with the website or third-party providers.
- information about transactions carried out over this website or third-party providers.
- information that you provide for the purpose of subscribing to the website services.
- any other information that you send to RelateUcation® and BFS Global (BluePrint Foundation for Success Development (Pty) Ltd).

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## Using personal information

RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) may use your personal information to:

- administer this website.
- personalize the website for you.
- enable your access to and use of the website services.
- publish information about you on the website.
- send to you products that you purchase.
- supply to you services that you purchase.
- send you statements and invoices.
- collect payments from you.
- send you marketing communications.

Where RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

In terms of newsletters, updates or marketing emails, you can opt-out of such communications if you would prefer not to receive them in the future by using the “unsubscribe” facility provided in the communication itself.

## We may also disclose your personal information to:

- our employees, a related company and our professional advisers, regulators and government authorities in connection with our compliance procedures and obligations, including law enforcement agencies to assist in the investigation and prevention of criminal activities,
- a third party, in order to enforce or defend our rights, or to address financial or reputational risks,

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- a rights holder in relation to an allegation of intellectual property infringement,
- third party contractors, suppliers and service providers with whom we have a business association such as our eLearning hosting and managing provider; events management and payments provider; Customer Relationship Management (CRM) and Marketing platform.

We will not disclose your Personal Information other than in accordance with this Policy without your consent.

## COOKIES AND BROWSER ANALYTICS

### What are cookies

Cookies are small text files that are placed on your computer by the websites you visit. They are processed and stored by your web browser. In and of themselves, cookies are harmless and serve crucial functions for websites. When you visit a website or engage with a business through social media, certain information is collected. This is generally anonymous information and it does not reveal your identity. They are widely used in order to make websites work more efficiently and improve the user experience, as well as to provide information about the use of a website.

### What cookies do we use on relateucation.com

**Analytical cookies.** These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are able to find what they are looking for easily. We also use third party cookies, such as those provided via the Google Analytics service. The information passed back to Google for use with Google Analytics is anonymous.

## THIRD PARTY PROVIDERS

RelateUcation<sup>®</sup> and BFSD Global make use of third party provider services and platforms for example, hosting and managing our eLearning; events management and payments; Customer Relationship Management (CRM) and Marketing.

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Below are the links to the policies of these third party providers:

### TalentLMS

Privacy Policy: <https://www.talentlms.com/privacy>

Security: <https://www.talentlms.com/security>

Terms of Service: <https://www.talentlms.com/terms>

### ActiveCampaign

Legal Centre: <https://www.activecampaign.com/legal>

Privacy Policy: <https://www.activecampaign.com/legal/privacy-policy>

### ZOHO CRM

Privacy Policy: <https://www.zoho.com/privacy.html>

Security: <https://www.zoho.com/security.html>

Terms of Service: <https://www.zoho.com/terms.html>

Cookie Policy: <https://www.zoho.com/privacy/cookie-policy.html>

### Eventbrite

Privacy Policy:

[https://www.eventbrite.com/support/articles/en\\_US/Troubleshooting/eventbrite-privacy-policy?lg=en\\_US](https://www.eventbrite.com/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_US)

Terms of Service:

[https://www.eventbrite.com/support/articles/en\\_US/Troubleshooting/eventbrite-terms-of-service?lg=en\\_US](https://www.eventbrite.com/support/articles/en_US/Troubleshooting/eventbrite-terms-of-service?lg=en_US)

Cookie Policy:

[https://www.eventbrite.com/support/articles/en\\_US/Troubleshooting/eventbrite-cookie-policy?lg=en\\_US](https://www.eventbrite.com/support/articles/en_US/Troubleshooting/eventbrite-cookie-policy?lg=en_US)

## SECURING YOUR DATA

RelateUcation® and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) store your Personal Information using secure servers protected from unauthorised access, modification and disclosure.

Personal Information that we store or transmit is protected by security and access controls, including username and password authentication, two-factor authentication, and data encryption (such as SSL) where appropriate.

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In our dealings with third party service providers, we take care to work with service providers such as mentioned in the previous section, who we believe maintain an acceptable standard of data security compliance.

### How long we keep your Personal Information

We retain your Personal Information for as long as is necessary to provide the goods and services to you, as required for our internal business operations, and to comply with our legal obligations. If we hold Personal Information about you, and we do not need that information for any purpose, we will take reasonable steps to destroy or de-identify that information, in accordance with the Australian Privacy Principles (APP) and the European Union General Data Protection Regulation (GDPR), unless we are prevented from doing so by law.

Under Australian law, financial records, such as those relating to financial transactions, must be retained for 7 years after the transactions associated with those records are completed.

If you no longer want us to use your Personal Information, you can request that we erase it and close your account if it exist. Where possible we will do so in accordance with the APPs and GDPR. However, where you request the erasure of your Personal Information we will retain information from deleted accounts as necessary for our legitimate business interests, to comply with the law, prevent fraud, collect fees, resolve disputes, troubleshoot problems, assist with investigations or requests by government, a court of law, or law enforcement authorities, enforce the terms of service and take other actions permitted by law.

### Additional rights for EU residents and citizens

If you're a citizen or resident of the European Economic Area, the following rights apply to you. You are entitled to ask us to port your Personal Information (i.e. to transfer in a structured, commonly used and machine-readable format, to you), to erase it, or restrict its processing. You also have rights to object to some processing that is based on our legitimate interests, such as profiling that we perform for the purposes of direct marketing, and, where we have asked for your consent to process your data, to withdraw this consent.

These rights are limited in some situations – for example, we can demonstrate that we have a legal requirement to process your Personal Information. In some instances, this means that we may retain some data even if you withdraw your consent.

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Where we require your Personal Information to comply with legal or contractual obligations, then provision of such data is mandatory and if you do not provide it then we will not be able to manage our contractual relationship with you, or to meet obligations placed on us. In those cases, you must provide us with your Personal Information, otherwise the provision of requested Personal Information is optional.

### Cross-border data transfers

Information that RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) collects may be stored and processed in and transferred between any of the countries in which RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) operates or where third party service providers are located, in order to enable the use of the information for functional reasons in accordance with this privacy policy.

### Updating this statement

RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) may update this privacy policy by posting a new version on this website. Please check this page occasionally to ensure you are familiar with any changes.

### Other websites

This website contains links to other websites.

RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) is not responsible for the privacy policies or practices of any third party.

In our dealings with third party service providers, we take care to work with service providers such as mentioned in the previous section, who we believe maintain an acceptable standard of data security compliance, however, RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd) is not responsible for the privacy policies or practices of any third party provider.

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### **Contact RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd)**

If you have any questions about this privacy policy or RelateUcation<sup>®</sup> and BFSD Global (BluePrint Foundation for Success Development (Pty) Ltd)'s treatment of your personal information, please write to:

- by email to [info@relateucation.com](mailto:info@relateucation.com); or
- by post to P O Box 293, Neutral Bay Junction, NSW 2089, Australia.