CPD on the Sea
Privacy Policy

Business	CPD on the Sea Pty Ltd
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1. About this policy

CPD on the Sea Pty Ltd (CPD on the Sea, we, us or our) respects your privacy. This Privacy Policy explains how we collect, hold, use and disclose personal information when you use our website, make an enquiry, subscribe to updates, register an interest, book or attend an event, or otherwise interact with us.

We aim to handle personal information consistently with the Privacy Act 1988 (Cth), the Australian Privacy Principles where they apply to us, the Spam Act 2003 (Cth), and other applicable Australian laws. Nothing in this policy limits any rights you may have under applicable law.

2. What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. Some personal information, such as health information, is sensitive information and receives additional protection under Australian privacy law.

3. Personal information we may collect

The kinds of personal information we collect will depend on how you interact with us and may include:

- identity and contact information, including your name, email address, telephone number, postal address and emergency contact details;
- professional information, including your profession, employer or practice, areas of interest and CPD preferences;
- registration and attendance information, including the event selected, attendance records, CPD requirements and certificate details;
- booking and transaction information, including invoices, payment status, refund information and limited payment-related records. Card details are ordinarily processed securely by our payment processor and are not stored by us in full;
- communications and enquiry information, including information contained in forms, emails, surveys, telephone calls or other correspondence;

- marketing information, including subscription choices, campaign interactions and communication preferences;
- photographs, video or audio captured at an event where you have consented, or where we have provided appropriate notice and the collection is otherwise permitted by law; and
- technical and usage information, including IP address, browser and device information, pages visited, referring website, dates and times of access, cookie identifiers and interactions with our website, advertisements or emails.

Sensitive information

We do not seek clinical or detailed health information through our general website enquiry forms. Please do not include sensitive information in a general enquiry unless it is necessary.

For event administration, we may need limited information about dietary requirements, allergies, disability, accessibility needs or other health-related requirements. We will collect and use this information only where reasonably necessary and with your consent, or where otherwise permitted or required by law. We will limit access to those who need the information to support your safety, access or participation.

4. How we collect personal information

We generally collect personal information directly from you when you:

- visit or use our website;
- submit an enquiry, expression of interest, survey, registration or booking form;
- subscribe to email or SMS updates;
- communicate with us by email, telephone, social media or another channel;
- make a payment or request a refund;
- attend or participate in an event; or
- interact with our advertising or marketing content.

We may also receive personal information from an authorised representative, employer, colleague, presenter, referral partner, travel agent, cruise operator, payment provider, event contractor, social media platform or other service provider. If you provide us with another person's information, you should have their permission to do so and make them aware of this policy where appropriate.

You may make general enquiries anonymously. However, we require accurate personal information to process bookings, payments, event participation and CPD certificates.

5. Why we collect, use and disclose personal information

We may collect, use and disclose personal information for purposes including:

- responding to enquiries and providing information about our events and services;
- managing expressions of interest, priority lists, registrations, bookings, payments, credits, cancellations and refunds;
- planning and delivering CPD events, including attendance records, certificates, venue arrangements, accessibility, dietary requirements and participant communications;

- coordinating with presenters, contractors, cruise operators, travel agents and other suppliers where necessary;
- communicating information about programs, presenters, availability, itinerary or operational changes;
- conducting surveys, research, demand analysis and business planning;
- operating, securing, troubleshooting and improving our website, systems, services and participant experience;
- sending marketing communications where you have consented or where otherwise permitted by law, and measuring campaign performance;
- preventing fraud, managing risk, handling complaints and resolving disputes; and
- complying with contractual, legal, regulatory, insurance, accounting and record-keeping obligations.

We may use or disclose information for another purpose where you have consented, where you would reasonably expect us to do so and the purpose is related to the original purpose, or where otherwise permitted or required by law.

6. Who we may disclose personal information to

We may disclose personal information, where reasonably necessary, to:

- our employees, officers and contractors who require access to perform their duties;
- presenters, event hosts, venues and operational contractors;
- Carnival Cruise Line, other cruise operators, travel agents and travel or booking suppliers where relevant to an event or booking;
- website, cloud storage, email, SMS, customer management, survey and IT service providers;
- payment processors, banks, accountants and bookkeeping providers;
- analytics, advertising and social media platforms, subject to your choices and applicable law;
- professional advisers, insurers, auditors and legal representatives;
- government agencies, regulators, courts, tribunals or law enforcement bodies where required or authorised by law; and
- another party involved in a proposed or completed sale, merger, restructure or transfer of all or part of our business, subject to appropriate confidentiality arrangements.

We do not sell personal information.

7. Overseas disclosure and processing

Some third-party service providers we use may operate or store information outside Australia. Depending on the services used, overseas processing locations may include the United States and other countries in which those providers or their subcontractors operate.

These providers may include website and hosting services, analytics and advertising services such as Google, Meta and LinkedIn, email or SMS platforms, payment processors, cloud storage providers and travel suppliers. Provider locations and data-hosting arrangements may change over time.

Where Australian privacy law applies to an overseas disclosure, we will take the reasonable steps required by law to ensure the information is handled appropriately. You should also review the privacy policies of any cruise operator, travel supplier or other provider with whom you deal directly.

8. Cookies, analytics and online advertising

Our website may use cookies, pixels, tags and similar technologies to operate the site, remember preferences, understand website use, measure communications and advertising, and deliver or improve marketing. These technologies may collect device and usage information and may allow third parties such as Google, Meta or LinkedIn to recognise a browser or device.

You can manage cookies through our website cookie settings, where available, and through your browser or device settings. Blocking some cookies may affect website functionality. You can also adjust advertising preferences through the relevant platform. We will seek consent where required by applicable law.

We do not intentionally use tracking technologies to collect detailed health information or the contents of private communications.

9. Direct marketing

With your consent, or where otherwise permitted by law, we may send information about CPD events, presenters, availability, news and related offerings by email, SMS or other channels. You can opt out at any time by using the unsubscribe link in an email, following the instructions in an SMS, adjusting your preferences, or contacting us.

We will action unsubscribe requests within the period required by law. We may still send non-marketing communications that are necessary to administer an enquiry, booking, payment, event or legal obligation.

10. Security and data breaches

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Measures may include access controls, passwords and multi-factor authentication, secure service providers, staff and contractor confidentiality obligations, software updates, backups and secure disposal practices.

No internet transmission or storage system is completely secure. If a data breach occurs, we will investigate and respond, including by notifying affected individuals and the Office of the Australian Information Commissioner where required under the Notifiable Data Breaches scheme.

11. Retention and deletion

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, to administer events and CPD records, and to meet legal, accounting, insurance, dispute-resolution and record-keeping requirements. Retention periods vary according to the type of information and our obligations.

When information is no longer required, we will take reasonable steps to destroy it securely or de-identify it, unless we are required or permitted by law to retain it. Backup copies may remain for a limited period until they are overwritten or securely deleted in the ordinary course of our systems.

12. Accessing and correcting your information

You may request access to personal information we hold about you or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. Please contact our Privacy Contact using the details below.

We may need to verify your identity before responding. We will respond within a reasonable period. In some circumstances, applicable law permits us to refuse access or correction; if this occurs, we will generally provide written reasons and available complaint options. We will not charge for making a request, although a reasonable fee may apply to providing access where permitted by law and notified in advance.

13. Privacy questions and complaints

If you have a privacy question, concern or complaint, please contact us via email. Please provide enough information for us to understand and investigate the matter. We will acknowledge and respond within a reasonable time.

If you are not satisfied with our response and the Privacy Act applies to the matter, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au. The OAIC generally expects you to raise the complaint with us first and allow us a reasonable opportunity to respond.

14. Third-party websites and services

Our website and communications may link to third-party websites or services, including cruise operators, travel suppliers, payment providers and social media platforms. Those third parties have their own privacy practices and policies. We are not responsible for their privacy practices, and we encourage you to review their policies before providing personal information directly to them.

15. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, service providers or legal obligations. The current version will be published on our website with its effective date. Material changes may also be communicated through an appropriate channel.

16. Contact us

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Website: www.cpdonthesea.com.au