

My Learning Space
PRIVACY POLICY



mylearningspace

Privacy Policy

Maintaining your privacy

My Learning Space (ABN: 45 536 763 230) owns and operates this site (“the Website”). We have created this Privacy Policy to demonstrate our commitment to maintaining the privacy and accuracy of your personal information. We take all reasonable precautions to ensure the personal information we collect, use and disclose is accurate and current. However, the accuracy of that information depends largely on the information you provide.

Collecting personal information

My Learning Space collects your personal information in the following ways: information that is voluntarily disclosed by you in your use of the Website (mylearningspace.com.au), support site (support.mylearningspace.com.au) demo sites (moodle.mylearningspace.com.au, totara.mylearningspace.com.au, mahara.mylearningspace.com.au); and site use information that captures your interaction with the above sites every time you use the site.

Personal information submitted by you includes account information, contact details such as email and postal addresses and telephone numbers, and any content submitted by you in your use of the Website, support site or demonstration sites. The accuracy of personal information held by My Learning Space is dependent on the information that you disclose. You should contact My Learning Space if you believe that any information is incorrect and in need of updating.

Site use information collected by us may include:

- your IP address;
- your server address;
- the type of search engine you are using;
- your domain name, if applicable;
- the date, time and duration of your visits to the site;
- the pages of the Website you accessed and downloaded;
- the previous site you have visited; and
- the type of web browser you use.

Site use information is anonymous statistical information and is not used by My Learning Space to identify users, except in the rare event that it is necessary for a law enforcement agency to inspect these records.

Please note, when you voluntarily disclose personally identifiable information on the Website or demonstration sites via messages, blogs, forums or postings, that information, along with any substantive information disclosed in your communication, can potentially be collected, correlated and used by third parties.

Cookies

Cookies are small pieces of information sent to your browser to authenticate, track, and maintain specific information about your interactions with a site. My Learning Space uses cookies to remember who you are when you log-in, to tracking your browsing patterns and to customise and improve our Website. The type of information we collect depends on what information and services you access and use.

We may also uses cookies for anonymous profiling purposes to tailor advertising to your preferences. You may opt-out of this anonymous profiling by contacting us. You can also instruct your browser to refuse cookies, although restricting the use of cookies on the Website may prevent access to or limit some of the information of services contained on the Website.

Registration

You must register and create an account to receive the My Learning Space newsletter subscription service and to use and access features of the Website and demonstration sites. All information provided when registering for a My Learning Space user account including name, address, email address, telephone number or other details can be viewed, modified or deleted at any time by accessing your user profile or email info@mylearningspace.com.au with subject title: ‘Profile delete request’.

Registered users who wish to close their account and/or cancel their subscription to the My Learning Space newsletter service should click the 'Unsubscribe' link located at the bottom of any newsletter received from us or email info@mylearningspace.com.au with subject title: 'Newsletter unsubscribe request'.

If requested, My Learning Space will use commercially reasonable efforts to functionally remove your personal information from the Website. Given the nature of the Website, it may be impossible to remove all details and some residual personal information may remain on the Website.

Using personal information

My Learning Space is an online services provider of expert learning solutions including Moodle, Totara and Mahara learning management systems. My Learning Space may from time to time assist users with assessing service and product offering of third parties.

My Learning Space does not use or disclose your personal information for a purpose other than that for which it was collected, unless such use or disclosure would be reasonably expected or you give us your consent.

Unless you contact us to indicate otherwise, you consent to your personal information being used to:

- establish a user account
- contact you for any purpose related to your account or your use of the Website;
- verify your identity;
- market products, services and special offers to you;
- assist you to subscribe to any newsletter or other promotions we offer or may in the future offer and to manage and administer those services;
- make changes to your profile;
- respond to any queries or feedback you may have;
- inform you of ways the information or services provided to you could be improved;
- research and develop our services;
- maintain and develop our business systems;
- display and aggregate your postings, including opinions, comments and reviews;
- allow other users of the Website to contact or send postings and messages to you;
- gain a better understanding of your information service requirements; and
- conduct appropriate checks for credit-worthiness or fraud.

Selling or transferring your personal information

We may sell your personal information and/or posting information and responses to third parties (whether as raw or aggregated data). Your first name and last initial and any personally identifiable information you have included in your responses and postings may be transferred to such third parties and displayed on their websites.

We also reserve the right to transfer your personal information in the event of a transfer of ownership of My Learning Space (in whole or in part), such as an acquisition by or merger with another company, or a change in the internal structure of My Learning Space. In such an event, My Learning Space will notify you before your personal information is transferred and becomes subject to a different privacy policy.

My Learning Space will notify you when your personal information may be provided to third parties in ways other than explained above, and you will have the option to prevent such information sharing.

Trans-border transfer of your personal information

My Learning Space is an Australian business however from time to time we may transfer your personal information to businesses outside Australia. By continuing to access and use this Website, you consent to the application of Australian laws relating to the collection, use, and disclosure of your personal information and to the transfer of your personal information to nations outside Australia.

Disclosing personal information

We may use third-party advertising companies to serve ads on our Website. These companies may use information (not personal or contact details) about your visits to this Website to measure advertising effectiveness and to provide advertisements about goods and services of interest to you.

Links to third party sites

My Learning Space may contain links to third party sites. These linked sites are not under our control. We are not responsible for the privacy practices of those sites and do not know whether cookies or other tracking devices are used on linked sites. We recommend that you review the privacy policies of each site you visit before disclosing your personal information.

Securing your personal information

All personal information held by My Learning Space is stored on secure servers that are protected in a controlled environment. You should be aware however that due to the open nature of the Internet, information exchanged via the Internet may be accessed and used by people other than those for whom the data is intended. If you provide or send us any personal information, it is sent at your own risk. Although we endeavour to keep your personal information secure, My Learning Space will not be held responsible for any unauthorised access and use of your personal information.

To help us keep your personal information secure, you should at all times keep your password, user-name and account details used on the Website confidential. If you become aware of unauthorised usage of your password, user-name or account you should contact us immediately.

Privacy changes

To keep this information current and accurate, My Learning Space will review and update this Privacy Policy and post the changes here. In using the Website and/or newsletter subscription service, you acknowledge and agree that you are required to check this Privacy Policy regularly for any amendments.

Contact us

Please contact us to find out more about our procedures and policies in relation to the collection, use, disclosure, storage and handling of personal information.

If at any time you wish to know what information we are holding about you, think we may hold information about you which is incorrect / out of date, you request we delete your personal information, or you have any questions about our Privacy Policy, you can contact us at info@mylearningspace.com.au

If you still require further information then you should contact the Office of the Federal Privacy Commissioner whose details follow:

Phone: Privacy Hotline on 1300-363-992; or
Web: www.privacy.gov.au
Post: The Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 2001
AUSTRALIA.