

Privacy Policy

Updated 10 September 2025

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1. OVERVIEW

- 1.1. This Privacy Policy (Policy) outlines how MEGT (Australia) Limited ACN 006 266 280 and its related bodies corporate (together, 'MEGT', 'we', 'us' or 'our') handle Personal Information, in accordance with the *Privacy Act 1988* (Cth) (Privacy Act) and the Australian Privacy Principles (APPs). You should read this Policy alongside any privacy collection or consent notices (if applicable) that we provide to you.

2. PERSONAL INFORMATION

- 2.1. Personal Information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not or recorded in material form or not. MEGT collects, uses, discloses and stores Personal Information to conduct our business functions, services and activities. These business functions, services and activities include:
- (a) to identify and communicate with you in the provision of information or services to you
 - (b) to manage and enhance the programs and/or services we provide to you
 - (c) to manage and administer any account you may hold with us
 - (d) to manage our business operations, including maintenance, backup and audit
 - (e) to personalise and customise your experiences on our website
 - (f) to provide for the safety and security of customers, employees and visitors to our offices
 - (g) to process and respond to requests, enquiries or complaints received from you
 - (h) to process any job application submitted by you and to conduct pre-employment checks
 - (i) to provide you with information that you have asked to receive about us and/or our services
 - (j) to provide you with information that you may be interested in receiving (please see Section 10)
 - (k) to assess scholarship applications provided by the MEGT Foundation (please see Section 12)
 - (l) to let you know if your Personal Information is involved in a data or security breach, and to take steps to review what happened and reduce any risk to you
 - (m) to otherwise comply with our regulatory and legal obligations
- 2.2. If you choose not to provide your Personal Information to us for the purposes set out in this Policy, or if we do not or are unable to collect the Personal Information required, we may not be able to provide you with requested information or services, or to effectively conduct our relationship with you.

3. COLLECTION OF YOUR PERSONAL INFORMATION

- 3.1. MEGT will only collect the Personal Information we require to carry out our business functions, services and activities. Generally, we will collect Personal Information directly from you where it is reasonable and practicable to do so. The nature and extent of Personal Information that we collect will depend on the nature of your relationship and interactions with us.

TYPES OF PERSONAL INFORMATION WE COLLECT

- 3.2. The types of Personal Information MEGT collects will depend on the circumstances and how you interact with us. In some cases, this may include information that shows who you are and/or is linked to you as a result of your interactions with us. The types of Personal Information that we collect about you may include:
- information about you (e.g. your name, address, contact details, sex and gender, date of birth)
 - information about your interactions with us (e.g. services we provide, applications you've made, complaints and feedback, how you use our online services, access and attendance at MEGT offices)
 - information about your circumstances (e.g. family circumstances, employment details, health and welfare)
 - employment related information (e.g. qualifications, employment history, application forms, resume)

TYPES OF PERSONAL INFORMATION WE COLLECT

- 3.3. We may also collect Sensitive Information about you. Sensitive Information is Personal Information that includes information or an opinion about an individual's racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union membership or associations, sexual orientation or practices, criminal record, health or genetic information and some aspects of biometric information.
- 3.4. We will not collect Sensitive Information about you unless your consent has been obtained, and the information is reasonably necessary to provide you with the requested service or to conduct our relationship with you; or unless the collection is required or authorised by law.
- 3.5. We may collect your Personal Information from Departments and Agencies of Commonwealth and State Governments of Australia to provide employment and training associated services under contractual arrangements.
- 3.6. MEGT may collect Personal Information about you, including Sensitive Information, indirectly from publicly available sources or from third parties such as your authorised or nominated representative, including referees nominated by you. We will only collect your Personal Information in this way if it is unreasonable or impracticable to collect this information directly from you or if we are otherwise permitted to do so.

UNSOLICITED COLLECTION

- 3.7. Sometimes we receive Personal Information for you or authorised third parties which we have not asked for, which can include Sensitive Information. If we receive such information, we will examine whether we are allowed to collect such information and, if we are, we will review the information and handle it in accordance with this Privacy Policy.
- 3.8. If we are not allowed to collect such information, we will destroy or de-identify that information as soon as possible, unless retention is required by law, or where a permitted general situation exists. There may be instances where it is difficult to separate Sensitive Information from other Personal Information, and we may need to retain it. If this is the case, we will manage the information in accordance with this Privacy Policy and the Australian Privacy Principles.

ANONYMITY

- 3.9. You have the option, to interact with MEGT anonymously or using a pseudonym, where reasonably possible. However, for most of your interactions with MEGT, your name, contact information and enough information about the matter will be required to enable us to deal with the matter fairly and efficiently. However, in some cases, it may not be practicable for MEGT to provide services without identifying you.

4. COLLECTION VIA THE MEGT WEBSITE

- 4.1. MEGT's public website (www.megt.com.au) is hosted in Australia. There are a number of ways in which we collect information through our website, including via online tools, as described below. If you have any questions about the tools we use or would like further information, please contact us using the details in Section 14 below.

SOCIAL NETWORKING SERVICES

- 4.2. MEGT uses social networking services such as Facebook, YouTube, LinkedIn and Instagram to communicate with the public about our work. If you communicate with us using these services, we collect the Personal Information you provide to us by engaging in that communication. [Facebook and Instagram](#), [YouTube](#) and [LinkedIn](#) have their own Privacy Policies.
- 4.3. Cookies are small data files stored on your device that help us understand how visitors use our site and remember certain preferences. Information collected through cookies does not ordinarily identify you. However, in some cases such as where an IP address is linked with other data you have provided, it may become Personal Information. Where this occurs, we will handle it in accordance with this Privacy Policy.
- 4.4. Most browsers allow you to choose whether to accept cookies or not. Each browser is different, so check the 'Help' menu of your browser to learn how to change your preferences. Please note that some data may still be collected separately by tools such as Google Analytics, even though you may have set your preferences to reject all cookies.
- 4.5. If you do not want your website visit data reported by Google Analytics that we use as a website analytics tool to collect data about your interaction with our website, you can install the [Google Analytics Opt-out Browser Add-on](#).

GOOGLE ADS

- 4.6. MEGT uses Google Ads interest-based advertisements which are visible on third-party websites. Google Ads may publish our advertisements on other websites you may visit. [View Google Privacy Policy](#).

WEB BEACONS

- 4.7. Web beacons are images that originate from a third-party site to track visitor activities. We use web beacons to track the visiting patterns of individuals accessing our website and its usage.

WEB FORMS

- 4.8. MEGT uses web forms to enable you to, for example, make an enquiry via our website. We collect Personal Information that you provide to us while using web forms.

MAILING LISTS

- 4.9. MEGT collects Personal Information, such as contact details, that you provide to us when signing up to the mailing list. Information about you is also collected by us when you open, click on links or download any image in an email sent to you via our mailing list. The information collected may include:
- whether you opened an email sent to you via our mailing list, and which links you click in those emails
 - your mail client and if interactions with those emails occurred on a mobile or desktop environment, and
 - the geolocation of your IP address

5. USE OF PERSONAL INFORMATION

PRIMARY PURPOSE USES

- 5.1. MEGT uses your Personal Information primarily for the purpose for which it was collected. This ordinarily includes to provide you with requested information or services; to manage the services we provide to you; to process job application submitted by you, including pre-employment checks; and otherwise the purposes listed in Section 2.1.
- 5.2. If you are an Aboriginal and/or Torres Strait Islander person, your Personal Information including images, will only be collected with your consent and the following will occur:
- images of or references to Aboriginal and Torres Strait Islander peoples may appear in materials created under the primary purpose for the collection, and these materials may be used into the future
 - we will include warning text indicating that the materials may include references to and/or images of Aboriginal and Torres Strait Islander peoples who have passed away
 - we will take reasonable steps, if requested, use your mourning name in updated materials
 - you may request deletion of your Personal Information, including images, at any time

ANALYTICS, BUSINESS IMPROVEMENT & REPORTING

- 5.3. MEGT collects your information using its various analytical tools and platforms. This information will not ordinarily be your Personal Information, because you will not generally be identified or reasonably identifiable from it. To the extent that information collected by those tools is Personal Information, it will be de-identified before being used.

JOB APPLICATIONS

- 5.4. MEGT collects your Personal Information when you provide it via a job application for the purpose of ordinarily assessing your job application, including your name, address, contact details and application documentation.

6. SECONDARY PURPOSE USES

- 6.1. MEGT may, in certain circumstances, use your Personal Information for a different purpose to that for which it was collected, such as Internal Reporting and Alerts. Internal reports usually use attributes (e.g. type, date, service) about your interactions with us to produce statistical reports about how we operate. MEGT may use Personal Information it holds to generate internal alerts. These alerts may take a number of forms (such as text messages or emails to staff) and are ordinarily generated for staff safety. The alerts may concern notifications on office closure, technology outages, and/or health and safety concerns.

USE OF SENSITIVE INFORMATION

- 6.2. There are some limited exceptions that permit use of Sensitive Information for a secondary purpose without your consent. These include where it is required or authorised by law, or where a permitted general situation exists, such as where we reasonably believe that the use is necessary to lessen or prevent a serious threat to the life, health or safety of an individual or the public.

7. DISCLOSURE

- 7.1. MEGT may disclose or provide access to Personal Information to third parties that are directly connected to the Primary Purpose of collection, including, by not limited to Commonwealth and State Government Agencies, Registered Training Organisations, Work Experience or Host Employer Organisations.
- 7.2. MEGT may disclose Personal Information for purposes other than the purpose for which Personal Information was collected in certain circumstances. These include:
- (a) where you have provided consent to disclosure for a secondary purpose;
 - (b) where the secondary disclosure of your Personal Information is authorised or required by law;
 - (c) where you would reasonably expect MEGT to use it for that secondary purpose; and/or
 - (d) where a permitted general situation exists for MEGT to use or disclosure of the information

DISCLOSURE AS REQUIRED OR AUTHORISED BY LAW

- 7.3. MEGT will generally only use your Personal Information with your consent or otherwise in accordance with our Privacy Policy, however, there are limited exceptions that permit use of Personal Information for a secondary purpose without your consent. These include where it is required or authorised by law, or where a permitted general situation exists, such as where we reasonably believe that the use is necessary to prevent a serious threat to the life, health or safety of an individual or the public.

EXTERNAL REPORTING

- 7.4. Where MEGT is required to produce certain reports, usually for regulatory oversight of our activities, we may use your Personal Information to generate these reports, however, your Personal Information will be de-identified and/or provided in the form of aggregated data that does not identify you before submission of such reports.

DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

- 7.5. MEGT does not ordinarily disclose your Personal Information to recipients located outside of Australia. If such a situation arises, we will only do so with your consent, a permitted general situation exists, disclosure is otherwise required or authorised by law, or where we have otherwise put in place appropriate safeguards to ensure comparable protection of your Personal Information.

8. STORAGE AND SECURITY OF PERSONAL INFORMATION

GENERAL STORAGE & SECURITY

- 8.1. Personal Information collected digitally by us is held on servers located in Australia. MEGT retains effective control over Personal Information held on those servers and implements a security measures and encryption protocols when we store and access your Personal Information, to reasonably protect Personal Information under our control from misuse, interference, loss, unauthorised access, modification or disclosure. We have procedures and technologies to maintain the security of your Personal Information from the point of collection to the point of destruction.

DESTRUCTION OF PERSONAL INFORMATION

- 8.2. MEGT will take reasonable steps to securely destroy or de-identify Personal Information we hold when it is no longer needed and when we are lawfully authorised or required to do so.

9. ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

- 9.1. You have the right to request access or correction of your Personal Information that MEGT holds. Once you have made a request for access or correction, we must respond to you in relation to your request within 30 days. If you make a request for access or correction, MEGT must give you access to your Personal Information and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or authorises or requires us not to. We will provide you with reasons for the refusal where we are required by law to give those reasons.
- 9.2. If MEGT refuses to correct your Personal Information, you can ask MEGT to associate a statement with your Personal Information, to the effect that you believe the information is incorrect and why. If MEGT makes a correction about information that we have disclosed to others, you can ask us to advise of the correction. MEGT must do so unless there is a valid reason not to.

10. PROMOTION AND MARKETING

- 10.1. MEGT does not sell or otherwise intentionally provide Personal Information to third parties for their direct marketing purposes or related promotional activities.
- 10.2. When you give us Personal Information such as your name, address, telephone number and email address, we record it and may use it to contact you in the future. We may use your Personal Information to send you information about us, our programs and services, industry developments, research or events.
- 10.3. If you receive promotion and marketing related to MEGT or our services by email, you may withdraw your consent for us to send these to you at any time, by using the unsubscribe or opt out options included in the email or other material. Alternatively, you can let us know your preferences by sending an email to info@megt.com.au.

11. CCTV

- 11.1. We use CCTV to record video and images to assist us in the provision of a safe and secure environment for the benefit of those who work at and visit MEGT's offices, and for the protection of our property. Monitoring of CCTV helps us to maintain public safety and maintain the security of our people, visitors and property, assists in the prevention of crime, reduce the fear of crime and offer reassurance to staff; and facilitates the apprehension and prosecution of offenders in relation to crime.
- 11.2. Access to our CCTV video and images which contain Personal Information is strictly controlled and disclosure of CCTV video and images will only be provided to third parties for the purposes outlined above and in compliance with this Privacy Policy.
- 11.3. CCTV video and images are retained only for as long as necessary to fulfil the purpose for which they were collected, after which they are securely deleted.

12. MEGT FOUNDATION

WHAT INFORMATION WE COLLECT

- 12.1. The MEGT Foundation provides scholarships for women who have experienced personal disadvantage to fulfil their career dreams by returning to study. The MEGT Foundation collects Sensitive Information to assess eligibility for financial assistance, scholarships, or community support programs; and to provide appropriate support services.
- 12.2. We only collect Sensitive Information where it is reasonably necessary for the Foundation's functions or activities and you have given informed consent, or we are otherwise permitted or required by law to do so.
- 12.3. The MEGT Foundation may collect and handle the following types of Sensitive Information where reasonably necessary to carry out its charitable support functions, including the assessment of scholarship applications:
- racial or ethnic origin
 - health or disability information
 - gender identity or sexual orientation
 - information relating to a person's financial or social circumstances
 - criminal history (only where relevant and permitted by law)

This Personal Information is collected directly from individuals through application forms, interviews, correspondence, authorised referees, or indirectly through support services with your consent.

13. HOW TO MAKE A COMPLAINT

WHAT INFORMATION WE COLLECT

- 13.1. If you wish to complain to MEGT about how we have handled your Personal Information, or if you believe we have not complied with this Privacy Policy or the Privacy Act, you can contact the MEGT using the contact details below.
- 13.2. If we receive a complaint from you about how we have handled your Personal Information, we will determine what (if any) actions should be taken to resolve the complaint. We take any privacy complaint seriously, with the aim of resolving any issue in a timely and efficient manner.
- 13.3. If you are not satisfied with the outcome of our assessment of your complaint or the way in which your complaint was handled, you can contact the [Office of the Australian Information Commissioner](#).

14. CONTACT MEGT AUSTRALIA

The Privacy Officer
MEGT (Australia) Limited
Level 9, 5 Bond Street
Ringwood VIC 3134

Phone: 13 MEGT (13 6348)
Email: privacy@megt.com.au

15. PRIVACY POLICY UPDATE

- 15.1. MEGT may update this Privacy Policy from time to time, such as when our information handling practices change, including due to new laws, regulations, practices and technology.
- 15.2. All Personal Information held by MEGT will be governed by our most recent Privacy Policy, posted on our website (<https://www.megt.com.au/privacy-policy>). MEGT will notify you by other means (for example, by placing a notice on our website) if material changes are made to this Privacy Policy.
- 15.3. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.