

Website Privacy Policy

Version 1.3 · issued 2026-09-24

Who this policy applies to

The website edway.edu.au is operated by Edway Training Pty Ltd (RTO 91401). It lists courses delivered and certified by Edway Training and by Training Aid Australia Pty Ltd (RTO 91411), which are two separately registered training organisations. In this policy, "we", "us" and "our" mean Edway Training Pty Ltd as the website operator.

The issuing RTO for each course is shown on the course page and on your enrolment confirmation.

What this policy covers

This policy explains how the website handles information about people who visit it or send an enquiry through it. It does not cover the personal information an RTO collects and holds about its students, such as enrolment records, identity documents and assessment results. That information is handled by the issuing RTO under its own Privacy Policy and Procedure.

What the website collects

Server logs. Our hosting provider (Vercel) automatically records standard technical information, such as the pages requested, the date and time, and the IP address and browser type of the device. This is used to run the website securely and reliably, is kept for a short period, and is not used to identify you.

Analytics. Google Analytics 4 shows us how people use the website, for example which course pages are visited, which state and delivery mode people choose, and when a "Book" button is used (see 'Analytics and cookies' below).

Enquiry forms. What you type into the Contact form or the Business Training enquiry form (see 'Enquiry forms' below).

Booking a course. Bookings, enrolments and payments do not take place on this website. When you choose to book, the website sends you to the issuing RTO's booking and enrolment system, where you enter your own details. The website does not pass your personal details to that system. From that point, the issuing RTO handles your information under its Privacy Policy and Procedure and Terms and Conditions of Training.

Analytics and cookies

- Google Analytics sets cookies (named `_ga` and `_ga_...`) that give your browser a random identifier, so that repeat visits can be counted.
- Google Analytics 4 does not log or store your IP address. The data is reported to us only in aggregate, and we do not use it to identify individuals.
- We have not enabled advertising features or advertising cookies. Google keeps individual-level analytics data for 2 months (event data) and 14 months (user data), the retention periods set in our analytics account. Aggregated reports, which cannot identify anyone, are kept beyond that.
- The website does not show a cookie consent banner. If you prefer not to be counted, you can block cookies in your browser settings, or install Google's browser add-on for opting out of Google Analytics.

Enquiry forms

- When you send an enquiry, we collect your name, email address, phone number and message. On the Business Training form, we also collect your organisation, the course and state you are asking about, group size, timing, and where the training would take place.
- The website does not store this information in its own database. Your enquiry is sent as an email, through an email delivery service (Resend), to the relevant RTO's enquiry inbox, and a copy is emailed to you.
- From then on, your enquiry is handled as correspondence under that RTO's Privacy Policy and Procedure, and kept for as long as needed to respond, and no longer than 2 years.
- We use your enquiry details only to respond to you. We do not use them for marketing unless you have consented.

Overseas disclosure

Some of the services we use to run the website store or process information outside Australia. Our website hosting provider (Vercel) and our email delivery service (Resend) store and process information in the United States. Google Analytics processes information on Google's servers in the United States and in other countries where Google operates. Each of these providers is bound by its own privacy commitments, and we only share with them the information described in this policy.

How information is protected

- Information the website handles is managed in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.
- The website uses encrypted connections (HTTPS). We take reasonable steps to protect information from misuse, interference, loss, and unauthorised access or disclosure.
- If a data breach involving website information occurs, it is managed under Edway Training's Privacy Policy and Procedure, including notification under the Notifiable Data Breaches scheme where required.

Children

The website is intended for adults and organisations. If you are under 18 and want to ask about a course, we encourage you to involve a parent, guardian or your school. Information about students under 18 is handled with extra care under each RTO's Child Safe Policy and Procedure.

Access, correction and complaints

- To ask about, access or correct information the website holds about you, contact us using the details below. For student records, contact the issuing RTO under its Privacy Policy and Procedure.
- If you think we have mishandled your information, contact the Privacy Officer. We will acknowledge your complaint within 2 working days and aim to respond within 30 days.
- If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992.

Contacts

- Privacy Officer, Edway Training (website operator): Simon Judge, simon@edway.edu.au
- Edway Training Pty Ltd: contact@edway.edu.au
- Training Aid Australia Pty Ltd: contact@trainingaid.com.au
- Phone, both RTOs: NSW 02 9357 6544 · Other states 03 9958 2900

Review

This policy is reviewed at least every two years, and whenever the website adds a new way of collecting information, such as new forms, tools, or advertising or tracking features.