

PRIVACY POLICY

<https://www.foodstudies.com.au> is operated by Carolyn Anne Mittra (ABN: 52 512 656 127) trading as Food Ed Assist who is referred to in this Privacy Policy as “we”, “us”, “our” and similar grammatical forms.

By using our website or registering for an account with us, you are accepting the terms of this Privacy Policy, and you are consenting to our collection, use, disclosure, retention and protection of your personal information as described in this Privacy Policy.

We appreciate that your privacy is important to you, we will continue to protect the personal information you provide us and we will manage your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

We will take all reasonable steps to ensure that all the information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment.

When do we collect information?

We do not automatically collect personal information from you, such as your name, address, phone number, email address or other personally identifiable information about you (personal information).

We collect three categories of information when you use our website:

- the personal information you voluntarily provide — that is, we collect personal information with your informed consent;
- anonymous non-personal information about how you use our website; and
- “cookie” based information that makes your use of our website easier by recording your preferences so that when you return to our website the “cookie” re-loads that information into your web browser. For example, we will collect personal information from you when you email us, place an order or fill out a form related to any customer service feature operating on our website.

Why do we need to collect personal information?

We collect personal information that you voluntarily provide when using our website, typically to deliver services you request—such as processing purchases or registering for courses. For teachers, personal information may also be used for participation in surveys or promotional offers. However, student email addresses will not be used for any survey or promotional purposes.

What information do we collect?

The specific personal information we collect depends on the services you use on our website.

- For Teachers: We may collect your first name (or other identifying information such as a teacher or student ID), school name, school email address (or an alternate email address you provide), and the course units you wish to register for.
- For Students: We collect only the minimum required information—typically a first name or student ID and a school email address. Alternatively, a non-functional placeholder email or a shared group email may be used to enhance privacy.

General information about visits to our websites is collected by our computer servers, with small files (“cookies”) that our websites transfers to your computer’s hard drive through your Web browser (if you allow the delivery of “cookies”).

The “cookies” are used to follow the pattern of movements of users by letting us know which pages on our websites are visited, in what order and how often and the previous website visited and also to process the items you select if you are making purchases from the website. The anonymous non-personal information that we collect and analyse is not personal information as described in the Privacy Act.

Why do we use “cookies” and other web use tracking technologies?

Use of Cookies and Tracking Technologies

When you access our website, a small file known as a cookie—containing a unique identification (ID) number—may be stored in your browser’s cache. Cookies allow our website to recognize your device when you return. These cookies do not contain personal information like your name, address, or email—they only identify your device.

We may also log your IP address to understand the geographical distribution of our users (e.g., by country).

We use cookies and similar technologies for the following purposes:

- To monitor and improve the performance of our website and services.
- To personalise your experience and make navigation more efficient and enjoyable.
- With your consent, to send you marketing emails tailored to your interests. You may opt out of these at any time using the “unsubscribe” link.

Managing Cookies:

You can configure your browser to block cookies or alert you when a cookie is being sent. Please note that some website features may not function properly if cookies are disabled.

Specific Cookie Uses:

If you leave a comment, you may opt to save your name, email, and website in cookies for your convenience. These cookies last for one year. Currently, comments cannot be left on the website. This feature has been disabled.

On visiting the login page, we use a temporary cookie to check if your browser accepts cookies. This contains no personal data and is deleted when you close your browser.

When you log in, we set cookies to remember your login details and display preferences:

- Login cookies last two days (or two weeks if you choose “Remember Me”).
- Display preference cookies last one year.
- Logging out will remove login cookies.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

How do we store your information?

We use different technologies and procedures to help protect personal information from unauthorized access, loss, alternation, disclosure or use. Some of the safeguards we use are physical access controls, information firewalls and access authorisation controls to where your personal information is held in data centres. We also use data encryption when personal information is transferred to and from our service providers.

Our commitment to data security means:

- we have procedures to limit access to personal information within our organisation;
- we use security measures and technologies within our organisation to protect your personal information; and
- we use service providers that can establish that they have secure controls relating to software security, access security and network security.

Our website is hosted by Wordpress. By using this website, you consent to Wordpress's collection, disclosure, storage, and use of your Personal Information in accordance with Wordpress's privacy policy available at <https://en-au.wordpress.org/about/privacy/>

As WordPress (Automattic Inc.) is based in the United States, personal information collected through this website may be disclosed to, stored with, or processed by overseas service providers. We take reasonable steps to ensure that any overseas recipients of personal information comply with applicable privacy obligations under the Australian Privacy Principles.

Third-Party Subprocessors

To deliver and support the services provided through Food Studies Online, we engage trusted third-party service providers ("subprocessors"). These providers may process limited personal information on our behalf solely to perform specific functions required to operate and maintain the service.

The following subprocessor is currently used:

- **Name:** WordPress (Automattic Inc.)
- **Website:** <https://en-au.wordpress.org/about/privacy/>
- **Purpose:** Hosting and maintaining the Food Studies Online website, facilitating user access, and storing submitted information
- **Types of data processed:** Name, email address, user login information, IP address, and other data voluntarily submitted via the site
- **Lawful basis for processing:** Consent provided by the user and the performance of our contract to provide educational services
- **Country where data may be stored or processed:** United States

We take reasonable steps to ensure that any third-party service providers handling personal information do so in compliance with applicable privacy laws, including the Australian Privacy Principles.

What use do we make of your personal information?

Teacher Communications

We will communicate with you regarding any purchases you make through our website, including order confirmations, updates, and relevant service information.

From time to time, we may also send you:

- Information or updates about other products and services we offer.
- Occasional news about our business.
- Special promotional offers from affiliated companies.

If at any time you no longer wish to receive these commercial messages, you can unsubscribe by following the detailed instructions included at the bottom of each email.

Student Email Communication

We will only send emails to students under the following conditions:

- The student contacts us directly with a login or technical issue, or
- You (the teacher) provide written permission for passwords or login details to be sent via email

We may also release your personal information when we believe release is appropriate to comply with the law, enforce our agreements, website policies and terms & conditions, or protect ours or others rights, property, or safety.

How can I access the personal information that you collect?

We are happy to provide you with details of personal information held about you. APP 12 allows you to get access to, and correct, the personal information we hold about you.

To access this information, you need to email or write to us using the contact details below.

APP 13 allows you to ask us to take reasonable steps to correct any personal information that is inaccurate, out of date, incomplete, irrelevant or misleading.

If you believe that your personal information has been misused, you can inform us of your complaint by writing to us at customerservice@foodedassist.com.au and we will attempt to resolve the matter.

If you are not satisfied with the outcome of your complaint you may refer the matter to the Office of the Australian Information Commissioner (OAIC). Telephone: 1300 363 992 enquiries@oaic.gov.au
OAIC complaints page: <http://www.oaic.gov.au/privacy/privacy-complaints>

Third party links

Our websites may include links to websites operated by third parties. We have no responsibility or liability for the content and activities of these linked websites. Nonetheless, we seek to protect the integrity of our websites and welcome any comment about linked websites.

Terms and Conditions

Please also visit our website terms and conditions located at www.foodstudiesonline.com.au/term-and-conditions.html which sets out the conditions of use and limitations of liability governing the use of our Website.

Your Consent

By using our Website, you consent to this Privacy Policy.

Accessing, Exporting, and Deleting Your Data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes. If you request a password reset, your IP address will be included in the reset email.

Changes to our Privacy Policy

If we decide to change this Privacy Policy, we will post those changes on this page, and update the Privacy Policy modification date below.

This Privacy Policy was last modified on 10 June 2015.

Privacy Officer Responsibilities Statement

Organisation: Food Studies Online

Privacy Officer: Carolyn Anne Mitra

Position: Sole Operator / Privacy Contact

As the nominated Privacy Officer for Food Studies Online, I acknowledge responsibility for overseeing the organisation's privacy practices in accordance with the Australian Privacy Principles (APPs) and other applicable laws.

My responsibilities include:

- Acting as the primary contact for all internal and external privacy enquiries, including complaints and data access or correction requests.
- Liaising with privacy regulators such as the Office of the Australian Information Commissioner (OAIC) and/or the New Zealand Office of the Privacy Commissioner, where required.
- Maintaining records of the types of personal information held by the organisation and how it is managed.
- Advising on privacy-related matters where relevant to business operations.
- Assisting with the preparation of Privacy Impact Assessments (PIAs), where applicable.
- Monitoring the organisation's performance against its privacy commitments and continuously reviewing and improving privacy practices.

I am actively developing my privacy knowledge through professional resources and training, including materials published by the OAIC and eSafety Commissioner, and I ensure that Food Studies Online handles all personal information responsibly, transparently, and securely.

Signed: Carolyn Anne Mitra

Name: Carolyn Anne Mitra

Date: 10 June 2025

Cyber Security Responsibilities Statement

Organisation: Food Studies Online

Cyber Security Lead: Carolyn Anne Mitra

Position: Sole Operator / Security Contact

As the individual responsible for cyber security at Food Studies Online, I acknowledge responsibility for safeguarding the organisation's systems, data, and users in alignment with best practices and relevant regulatory requirements.

My responsibilities include:

- Coordinating and reporting on cyber security matters relevant to the organisation's operations and obligations.
- Overseeing information security risk management, including risks associated with third-party service providers and supply chains.
- Leading or initiating cyber security improvement activities and integrating better practices over time.
- Overseeing cyber security awareness, training, and professional development relevant to my role.
- Monitoring and coordinating responses to cyber security incidents affecting the organisation or its users.

I am actively developing my understanding of information security by reviewing resources from the Australian Cyber Security Centre and eSafety Commissioner, and I implement appropriate measures to secure systems, data, and

access in accordance with the scale of Food Studies Online's operations.

Name: Carolyn Anne Mittra

Date: 10 June 2025