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Your consent

By providing personal information to us, you consent to us collecting, using, disclosing and transferring that information as described in this Privacy Notice and the GRC Solutions Privacy Policy.

Collection of your Personal Information

We collect personal information that is reasonably necessary for our business activities. This may include your name, postal address, business or billing address, email address, telephone number, organisation, role or job title, account details, payment-related information, information about your job, training or subscription details, learning management platform user details, records of your communications with us, information relating to employment or supplier applications, and information you provide when you enquire about, purchase, use or apply for our products or services.

We may automatically collect technical and usage information when you visit our website or use our online services, including your IP address, server address, domain name, browser type, device information, access times, pages visited, referring website addresses, user ID of logged-in users, usernames used in login attempts, shopping cart activity and information about your use of Salt course lessons, quizzes or training services. We use this information to operate and improve our website and services, maintain security, understand how our services are used and produce general analytics about website use.

We may collect personal information directly from you when you make an enquiry, register for training, purchase or subscribe to services, attend an event, apply for employment, provide services to us or use our website. We may also collect personal information from third parties, including your employer where we provide training or compliance services to you or your employer, administrators of learning management platforms, referees or other third parties you ask us to contact, service providers, resellers who introduce you to us, or publicly maintained records. If you do not provide personal information requested by us, we may not be able to provide services to you or your employer, perform the purpose for which we requested the information, process your enquiry or application, set up or administer training, or consider an application you make to us for employment or to supply services.

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of those websites or services. You should review their privacy notices before providing personal information to them.

Use of your Personal Information

We collect, use and disclose personal information to provide our products and services to you or your employer, assist in supplying training or compliance services, respond to enquiries, process registrations and subscriptions, provide customer support, issue invoices and payment reminder notices, manage accounts, process requests and applications, develop and improve our products and services, conduct training and events, send news, publications, seminars, events and other updates, manage employment or supplier applications, meet legal and regulatory obligations, protect our rights, systems and users, and for purposes related to these activities.

We do not sell your personal information. We may disclose personal information to your employer if we collect it to provide products or services to your employer, to administrators of learning management platforms for training monitoring and reporting, to suppliers, agents, consultants, subcontractors, IT and security providers, website hosting providers, email and marketing platforms, payment processors, analytics providers, customer support providers, professional advisers, resellers who introduce you to us, other companies in our group for administrative purposes, and other persons where required or authorised by law. We may also aggregate de-personalised information and statistics to monitor website usage and help us develop our website, products and services.

We will only collect sensitive information, such as information about health, race, ethnicity, political opinions, religious beliefs, professional memberships or criminal record, where this is reasonably necessary for our functions or activities and where we have your consent, or where another exception under privacy law applies.

We may collect and use personal information for marketing purposes when you sign up or opt in to receive marketing information from us, when your employer signs you up, when you or your employer enters into a commercial relationship with us, or when you register for training services such as webinars or workshops. You can ask us not to use your personal information for marketing by emailing support@grc-solutions.com or advice@hradviceonline.com.au, or by clicking the unsubscribe link in direct marketing messages.

We may use service providers to assist us to store and manage personal information. This may result in some personal information being held overseas, including in Ireland. We may also use resellers who may store personal information in Hong Kong or Japan if the reseller introduces you to us for the purpose of acquiring services from us. These countries may not provide the same level of protection as the laws of Australia. Where Australian privacy law requires it, we remain responsible for failures by overseas recipients to handle personal information in accordance with the Australian Privacy Principles.

Use of Cookies

Our website and online services use cookies and similar technologies. When a user visits our website, we may record information for statistical and operational purposes, including server address, domain name, date and time of visit, previous websites visited and browser type. We use cookies to operate the website, support login sessions, remember user preferences, manage shopping cart functions, support Salt course lessons and quizzes, understand website traffic and improve our services.

Cookies used by GRC Solutions and Salt may include ASP.NET_SessionId for session management, Google Analytics cookies to understand website engagement, shopping cart cookies such as wc_session, cart_hash and items_in_cart, and Salt cookies such as currentCultureen-AU and lesson, quiz or login session cookies. Some of these cookies expire when the browser is closed or after 24 hours. You can manage cookies through your browser settings, although some website or training features may not work properly if cookies are disabled.

Security of your Personal Information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. These steps may include encryption, password protection, access controls, secure systems, staff training, confidentiality obligations and security monitoring. Access to personal information is limited to employees and service providers who need to use, disclose or manage it under this Privacy Notice. If a data breach occurs, we will take steps to identify the breach, its cause and how to address it, notify affected individuals where appropriate, notify the Office of the Australian Information Commissioner or another regulator if required, and comply with applicable legal requirements.

We keep personal information only for as long as we need it for the purpose for which it was collected, including legal, accounting, reporting or business record requirements, and then take reasonable steps to destroy it or de-identify it.

Accessing and correcting your personal information

You can ask for access to personal information we hold about you at any time by emailing support@grc-solutions.com or advice@hradviceonline.com.au. We may ask you to verify your identity and may charge a reasonable fee if the volume of information requested is significantly large or will take significant effort to extract. We expect to respond to access requests within 30 days after receiving the request. You can also ask us to correct personal information we hold about you if it is inaccurate, out of date, incomplete, irrelevant or misleading. We will not charge you for correcting information or associating a correction statement with your personal information. If we refuse access or correction, we will explain why and tell you how you may complain.

GRC Solutions Privacy Policy

This Privacy Notice is intended to align with the [GRC Solutions Privacy Policy](#). If there is any inconsistency between this HR Advice Online Privacy Notice and the GRC Solutions Privacy Policy, the GRC Solutions Privacy Policy should apply unless this notice expressly deals with HR Advice Online-specific products, services or communications.

Contact us or make a privacy complaint

If you have a question or concern about how we handle personal information, or if you would like to request access to or correction of your personal information, please contact us at support@grc-solutions.com or advice@hradviceonline.com.au. If you make a privacy complaint, we will try to resolve it within 30 days of receiving it. If we cannot resolve your complaint in a way that is satisfactory to you within that period, we will tell you how you can take your complaint to the Office of the Australian Information Commissioner. It is free to make a complaint to us or to the Office of the Australian Information Commissioner.