

BÜCHNER HAUS ACADEMY

Privacy Policy

How we handle your information

Effective: 14 August 2026
Noosa, QLD, Australia

BÜCHNER HAUS
ACADEMY
B

Policy ID	BHA-POL-009	Version	1.0
Effective date	14 August 2026	Review date	14 August 2027
Policy owner	Academy Director	Applies to	Students, staff and relevant third parties

Buchner Haus Pty Ltd (ABN 18 700 492 717) trading as Büchner Haus Academy

Büchner Haus Academy is committed to protecting the privacy of everyone who visits our website, enquires about our courses or enrolls in one of our programs. We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This policy explains what personal information we collect, why we collect it, how we use it and the choices available to you. It applies to buchnerhausofmakeup.com, to any personal information we collect through our enquiry forms, email correspondence or phone conversations with our team, and to information collected and held about students during enrolment and study.

01

The information we collect

Depending on how you interact with us, we may collect the following information when you enquire or contact us:

- Your name
- Your email address
- Your mobile or phone number
- The course or program you are interested in
- Your preferred study location
- Any message or question you choose to include when contacting us

If you enrol in a course, we also collect:

- Your date of birth and, where needed, evidence of identity to confirm you are over 18 and to issue your certificate of completion
- Payment and billing details needed to administer your fees
- Information about your prior experience, education background and any support needs you choose to share so we can assess course suitability and arrange support
- Records of your attendance, participation, work and progress during your course
- Health information you volunteer that is relevant to safe participation, such as allergies or skin sensitivities relevant to product use and patch testing

We only ask for the information needed to respond to your enquiry or process your enrolment. Fields marked as required on our forms must be completed before the form can be submitted. All other fields are optional. Health information is sensitive information under the Privacy Act and we only collect it with your consent and where it is reasonably necessary for your safety.

02

How we collect your information

We collect personal information directly from you when you complete an enquiry form on our website, subscribe to be notified about upcoming courses or masterclasses, contact us by email, phone or social media, or enrol in one of our courses.

We do not collect personal information about you from third parties without your knowledge. Information you provide at enrolment is stored and managed in aXcelerate, the student management platform we use to administer training.

03

Why we collect and use your information

We collect and use your personal information to:

- Respond to your enquiry about our courses
- Process your enrolment and manage your study with us
- Send you information about course dates, fees and intake requirements
- Notify you when new masterclasses or intake dates become available, where you have asked to be kept informed
- Arrange support or reasonable adjustments you have requested, and keep you safe during practical training
- Issue certificates of completion and keep a record of your study with us
- Meet our legal obligations, including under consumer, taxation and work health and safety law

We do not sell, rent or trade your personal information to third parties for marketing purposes. Every marketing email we send includes a simple way to unsubscribe, and we will stop sending marketing messages promptly if you ask us to.

04

Photography and images

During practical training, events and shoots, photos or videos may be taken that include students or models. We only capture and use these images in line with our Photography and Image Consent Form, which is provided separately and explains what you are agreeing to and how to withdraw consent. We will not use your image for marketing without your consent.

05

Storage, security and retention

Personal information submitted through our website is stored securely on our website's hosting infrastructure and is only accessible to authorised staff. We take reasonable technical and organisational steps to protect your information from loss, misuse, unauthorised access or disclosure.

Where you enrol in a course, your information may also be held within aXcelerate, our external student management platform, which maintains its own security and privacy safeguards. Some of the service

providers we use may store data outside Australia; where they do, we take reasonable steps to ensure your information remains protected.

We keep personal information only for as long as it is needed for the purposes described in this policy or as required by law, for example financial records that must be kept for taxation purposes. Records of the courses you have completed with us are kept so we can reissue a certificate if you ask. Information that is no longer needed is securely destroyed or de-identified.

If a data breach occurs that is likely to result in serious harm, we will respond in accordance with the Notifiable Data Breaches scheme, including notifying affected individuals and the Office of the Australian Information Commissioner where required.

06

Disclosure of your information

We do not disclose your personal information to third parties except where:

- You have given us your consent
- Disclosure is required to process your course enrolment or payments, for example to aXcelerate or our payment provider
- We are required or authorised to do so by law
- Disclosure is necessary to protect our rights or the safety of our staff and students

07

Access and correction

You have the right to ask what personal information we hold about you and to request that we correct any information that is inaccurate or out of date. To make a request, please contact us using the details at the end of this policy. We will respond within a reasonable time and will not charge you to make a request.

08

Cookies and website analytics

Our website may use cookies or similar technology to understand how visitors use our site and to improve your experience. You can adjust your browser settings to refuse cookies, though this may affect how parts of the website function.

09

Complaints

If you believe we have handled your personal information in a way that is inconsistent with this policy or the Australian Privacy Principles, please contact us so we can investigate and respond. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (oaic.gov.au).

10

Changes to this policy

We may update this policy from time to time to reflect changes in our practices or our legal obligations. The most current version will always be available on our website.

Related legislation and standards

- Privacy Act 1988 (Cth) and the Australian Privacy Principles
- Notifiable Data Breaches scheme (Part IIIC of the Privacy Act 1988 (Cth))
- Spam Act 2003 (Cth)
- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))

Note. This policy is intended to operate alongside all laws and contractual obligations that apply to Büchner Haus Academy at the relevant time. If there is an inconsistency, the applicable law prevails.

Policy review and continuous improvement

This policy will be reviewed at least annually, and earlier where legislation, course offerings, delivery arrangements, student feedback, incidents, complaints or identified risks indicate that a change is required. Material changes will be communicated to affected students as soon as practicable.

Contact us

Büchner Haus Academy

Noosa, QLD

Email: hello@buchnerhausofmakeup.com

Phone: 0478 821 921