

Privacy Policy

At BFES, we respect and are committed to safeguarding the privacy and confidentiality of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your data when you interact with our website or engage with our services. As a condition to use the BFES services, you consent to the terms of the Privacy Policy Statement as it may be updated from time to time. This Privacy Policy Statement applies exclusively to www.bfesglobal.com.au

What information do we collect?

When you visit our website or use our services, we might collect the following information:

- Personal details: Your name, contact information (email address, phone number), and date of birth.
- Educational background: Your qualifications, transcripts, educational goals, and preferred areas of study.
- Visa status: Your current visa status, any visa applications you're considering, and your nationality.
- Service-related information: Any additional details we need to provide our services effectively, such as preferred course providers, budget information, or language test scores.

We will never knowingly collect information from anyone under 13 years old.

How do we use your information?

We use your information to:

- Provide tailored services: Understand your needs and preferences to provide the most relevant education, visa, and migration advice and support.
- Process applications: Process visa applications, admissions applications, and other services on your behalf.
- Communication: Communicate with you about your enquiries, applications, service updates, and relevant news or offers.
- Improve our services: Analyse website traffic and user experience to improve our website, services, and user experience.

Keeping your information safe

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- Improve our services: Analyse website traffic and user experience to improve our website, services, and user experience.

Sharing your information with others

We will only share your information with trusted third parties when it's absolutely necessary:

- Service providers: We may share your information with third-party service providers who help us deliver our services, such as educational institutions, government agencies involved in visa applications, or IT service providers who maintain our website.
- Legal requirements: We may be required to disclose your information if it's necessary to comply with a legal obligation or protect the rights, safety, or property of ourselves or others.

We will always get your consent before sharing your information with any third party for marketing purposes.

Cookies and tracking

Our website might use cookies and similar tracking technologies to:

- Improve your browsing experience: Cookies can remember your preferences (like language) and make using the website smoother.
- Understand website usage: We use analytics tools to understand how people use our website, which helps us improve it.
- Personalise content: We may use cookies to show you content that's relevant to your interests.

You can adjust your browser settings to manage cookies or turn off certain tracking features.

Your rights

You have the right to:

- Access your information: You can request a copy of the personal information we hold about you.
- Update your information: You can request to update your information if it's inaccurate or incomplete.
- Delete your information: You can request that we delete your personal information, subject to certain exceptions.
- Opt out of marketing: You can opt out of receiving marketing messages from us at any time.

Changes to this Policy

We might update this policy from time to time to reflect changes in how we work or the law. We recommend checking this policy regularly for any updates.

Contact Us

If you have any questions, concerns, or requests about our privacy policy or your information, please contact us:

Phone: +61 246136700

Email: info@bfesglobal.com.au

By using our website or services, you agree to the terms of this Privacy Policy.