

Privacy Information Statement – LLN Robot

What is a Privacy Information Statement?

When a digital service or application is utilised as part of the teaching and learning curriculum, we require your consent to allow collection, use and disclosure of your child's personal information including when data is transferred and held in cloud-based storage offshore, outside Australia. The following Privacy Information Statement provides information about the application to allow informed consent to be provided.

What is LLN Robot?

LLN Robot is an online tool developed by The Learning Resource Group (TLRG) designed to test learners against the Australian Core Skills Framework for Language, Literacy and Numeracy. It provides a gap analysis between current skills and the skills needed for the desired qualification and generates a training support plan.

What data is collected?

The TLRG Privacy Policy states that they collect limited personal information necessary for business operations. This may include information collected directly from users through the creation of accounts, form completion, contact with TLRG during sales and support interactions, or through the use of the LLN Robot platform. Information collected through website accounts includes contact names, phone numbers, addresses and email. Information collected through the use of LLN Robot includes names, email addresses and assessment data. No personal information is collected from social media or third-party marketing lists.

How is the data used?

As per the TLRG Privacy Policy, data that is collected is strictly used for the purpose of account creation and management, the delivery of services users signed up for, and to ensure appropriate and accurate customer support. Data is also used to ensure compliance with applicable laws and some de-identified data is used for internal analytics to enhance services and products. TLRG also shares data with trusted third-party service providers, including Amazon Web Services (AWS), Google Cloud Platform, Shopify Inc, PayPal, and Help Scout. These providers are listed transparently in the TLRG Privacy Policy, along with the types of data shared and lawful basis for it.

Is the data secure?

The TLRG Privacy Policy states that all personal data is stored on secure servers located within Australia. All user data is encrypted in transit and when it is stored, using industry-standard encryption. Access controls are in place that restrict access to authorised TLRG staff and contractors as required to provide services. All third-party service providers engaged by TLRG are contracted to use Australian data centres. Data is backed up securely in line with provider standards.

Who has access to the data?

Access is restricted to authorised TLRG staff and contractors who need it for the purpose of account management, customer support, and service delivery. School-based administrators have access to data when creating and managing accounts on behalf of staff and students. Administrators can also assign role-based access to users (e.g. staff or students) to restrict access to stored information and functionality within the service.

When is the data deleted?

User data is retained for up to 60 days after service termination, after which it is permanently deleted, with some limited residual traces in secure backups. TLRG states that upon request user data can be corrected or deleted during an active subscription, however this is subject to legal and practical limitations related to backups and data retention policies.

Where is the data?

The data is stored on AWS and Google Cloud servers located in Sydney, Australia.

Further Information

[LLN Robot website](#)¹

[TLRG Terms and Conditions](#)²

[TLRG Privacy Policy](#)³

[TLRG Information Security Policy \(Public Version\)](#)⁴

[Department of Education and Training privacy information and management](#)⁵

[Northern Territory Information Act and Information Privacy Principles](#)⁶

Feedback regarding the Department's management of this service can be made through your school or the [Education and learning complaints website](#)⁷.

¹ <https://tlrg.com.au/pages/lln-robot-acsf-system>

² <https://tlrg.com.au/pages/terms-and-conditions>

³ <https://tlrg.com.au/pages/privacy-policy>

⁴ <https://tlrg.com.au/pages/information-security-policy-public-version>

⁵ <https://education.nt.gov.au/policies/conduct>

⁶ <https://infocomm.nt.gov.au/>

⁷ <https://nt.gov.au/learning/complaints>