Terms and Conditions
The Leadership Program

By enrolling in The Leadership Program, you acknowledge that you have read, understood and agree to the following Terms and Conditions.

Enrolment in The Leadership Program requires a commitment to all 12 sessions.

1. Attendance and Make-Up Sessions
To gain the full benefit of The Leadership Program, participants are expected to attend all 12 monthly sessions.

We understand that business and personal commitments may occasionally prevent attendance. If you are unable to attend a scheduled session, please notify The Leadership Program team at **tlp@ceoinstitute.com** as soon as possible.

Participants have the flexibility to make up any missed sessions during their 12-month program or within four months following its scheduled completion, allowing up to 16 months from their original commencement date to complete all sessions. Sessions are not held in January.

It is the participant's responsibility to contact The Leadership Program team to arrange a make-up session. Sessions are subject to availability. Topics or subject matter experts may change but will always align with the program's learning objectives.

2. Privacy Policy
The CEO Institute understands that individuals have the right to keep their personal information private. We are committed to protecting and maintaining the privacy, accuracy and security of personal information provided by participants in The Leadership Program.

Federal Privacy Laws and The CEO Institute
The Privacy Act 1988 (Cth) regulates how organisations collect, use, store and disclose personal information.

The CEO Institute is bound by and supports the Australian Privacy Principles (APPs) in its handling of personal information.

What kind of information does The CEO Institute collect?
The CEO Institute collects information about:

- Prospective and registered participants in The Leadership Program, including their professional background, employment and organisation details, prior to and throughout their participation in the program.
- Job applicants, staff members, program facilitators, subject matter experts, contractors and other individuals who engage with The CEO Institute.

Personal information
The CEO Institute collects personal information through registration and application forms, correspondence, face-to-face and virtual meetings, interviews, surveys, telephone calls and other interactions relating to participation in The Leadership Program.

Personal information provided by other people
In some circumstances, The CEO Institute may receive personal information about an individual from a third party, such as an employer, existing participant, program facilitator, staff member or authorised representative.

Photographs and video of your image
During The Leadership Program sessions, functions and events organised by The CEO Institute, participants may be photographed or video recorded.

Where photographs or recordings are intended for use in The CEO Institute's publications, marketing materials, website, social media or other promotional activities, participants will be informed and given an opportunity to raise any concerns or objections.

Updating and correcting personal information
The CEO Institute endeavours to ensure that the personal information it holds is accurate, complete and up to date.

Participants may request to update or correct their personal information by contacting The CEO Institute during business hours or via email.

Management and security of personal information
The CEO Institute takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

These measures include secure storage of records, password-protected systems, appropriate access controls and security procedures for electronic and physical information.

How will The CEO Institute treat sensitive information?
Sensitive information includes information relating to an individual's racial or ethnic origin, political opinions, religious beliefs, trade union or professional association membership, sexual orientation, criminal record and health information.

Unless otherwise authorised by the individual or permitted by law, sensitive information will only be used or disclosed for the purpose for which it was collected or a directly related secondary purpose.

How The CEO Institute uses personal information provided

The CEO Institute may use participants' personal information for the following purposes:

- To administer and manage enrolment and participation in The Leadership Program.
- To communicate with participants regarding program sessions, schedules, learning materials and other relevant information.
- To coordinate program delivery with facilitators, subject matter experts and relevant service providers.
- To monitor attendance, participation and program completion.
- To manage assessments, certificates of completion and relevant certification applications.
- To process program fees, invoices and payments.
- To obtain feedback and improve the quality and delivery of The Leadership Program.
- To provide information about other professional development programs, services and events offered by The CEO Institute, subject to applicable marketing and privacy laws.
- To comply with legal and regulatory obligations and fulfil The CEO Institute's duty of care.

Who might The CEO Institute disclose personal information to?

The CEO Institute may disclose participants' personal information to:

- Legal or regulatory authorities where required or authorised by law.
- Program facilitators, subject matter experts and other individuals involved in or participating in The Leadership Program.
- Service providers assisting with program administration, technology, registration, payment processing and communications.
- Employers or sponsoring organisations, where appropriate and authorised or otherwise permitted by law.
- Related entities or business partners of The CEO Institute where necessary for the administration and delivery of the program.
- Other parties where the participant has provided consent or disclosure is otherwise permitted by law.

Participants' rights

Under the Privacy Act 1988 (Cth), participants may request access to personal information held about them by The CEO Institute and request corrections to information they believe is inaccurate, incomplete or out of date.

Requests may be submitted to The CEO Institute at **tlp@ceoinstitute.com.**

Complaints

Participants who believe their personal information has not been handled in accordance with the Australian Privacy Principles may submit a written complaint to The CEO Institute.

The CEO Institute will investigate privacy complaints and aim to provide a written response within 21 days of receiving the complaint.

Complaints may be addressed to: **tlp@ceoinstitute.com.**

Disclosure to overseas recipients
The CEO Institute may disclose personal information to overseas recipients where reasonably necessary for program administration, technology services or other legitimate operational purposes.

Where personal information is disclosed overseas, The CEO Institute will take reasonable steps to ensure that the disclosure complies with applicable Australian privacy laws, including the Australian Privacy Principles.

Credit card details and payment processing
Payment details provided by participants or their sponsoring organisations for The Leadership Program fees will be processed securely through The CEO Institute's authorised payment processing platforms.

The CEO Institute takes reasonable steps to protect payment information and ensure that payment processing arrangements comply with applicable security and privacy requirements.

3. Confidentiality

The CEO Institute recognises that confidentiality is fundamental to the success and integrity of The Leadership Program and the trust established between participants.

During your participation in The Leadership Program, including scheduled sessions, group discussions and interactions with The CEO Institute, facilitators and fellow participants, confidential or commercially sensitive information may be shared.

This information may include, but is not limited to:

- Personal or organisational challenges, issues or circumstances.
- Financial information and business performance.
- Commercial arrangements and business strategies.
- Trade secrets and proprietary information.
- Business contacts, relationships and commercial opportunities.
- Any other information disclosed by a participant that is confidential or commercially sensitive in nature.

Such information may be sensitive or commercially valuable, and its unauthorised use or disclosure could result in personal, financial, commercial or reputational harm.

3.1 Confidentiality Obligations

By participating in The Leadership Program, you agree to keep confidential all information disclosed by fellow participants. Unless you have obtained prior written consent from the individual or organisation that disclosed the information, you must not:

a) Disclose confidential information to any other person or organisation.
b) Use confidential information for any purpose other than participation in and the discussions associated with The Leadership Program.
c) Copy, reproduce or otherwise duplicate confidential information.
d) Transmit or distribute confidential information by any means, including telephone, facsimile, internet, SMS, email or other electronic or digital communication, to any person or organisation, including other participants of The Leadership Program.

3.2 Ongoing Confidentiality

Your confidentiality obligations apply to information disclosed during your participation in The Leadership Program and continue after your enrolment or participation in the program has ended.

These obligations are intended to protect the confidentiality and interests of all participants and to maintain a trusted environment in which individuals can share experiences, challenges and insights openly.

4. Program Content

The CEO Institute reserves the right to make reasonable changes to The Leadership Program's content, delivery arrangements, topics and subject matter experts where necessary.

Any changes will be made with the intention of maintaining the quality, relevance and learning objectives of the program.

5. Your Investment: Payment Terms

Payment of the total program fee is due immediately by credit card on enrolment.

Failure to attend a scheduled session does not entitle a participant to a refund or reduction in program fees.

6. Cancellation and Withdrawal

Participants may cancel their enrolment within seven calendar days of enrolling, provided they have not commenced the program.

Once a participant has attended their first session, they are considered to have commenced the program and remain financially committed to the full 12 sessions.

No refund of program fees will be provided for change of mind or voluntary withdrawal after commencement.

Participants wishing to withdraw must notify The Leadership Program team in writing at **tlp@ceoinstitute.com.**

7. Suspension or Termination of Participation

The CEO Institute reserves the right to suspend or terminate a participant's enrolment where:

- Program fees remain unpaid in accordance with agreed payment terms.
- A participant repeatedly fails to attend scheduled sessions without reasonable explanation.
- A participant engages in conduct that may bring The CEO Institute or its programs into disrepute.
- A participant's conduct is disruptive or otherwise adversely affects the learning experience or wellbeing of other participants.
- Continued enrolment is deemed not to be in the best interests of The CEO Institute for any reason.

Any decision to suspend or terminate participation will be made reasonably, having regard to the circumstances.

Termination of participation does not automatically release the participant from outstanding financial obligations.

8. Disclosure and Use of Information

By enrolling in The Leadership Program, you acknowledge that your personal, contact and enrolment information may be collected, used and shared within The CEO Institute and any related entities for the purposes of:

- Administering your enrolment and participation in the program.
- Managing attendance, course completion and participant records.
- Communicating relevant program information.

All personal information will be handled in accordance with The CEO Institute's Privacy Policy.

9. Jurisdiction and Choice of Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of New South Wales and the parties hereby submit to the exclusive jurisdiction of the courts of New South Wales and any courts which have jurisdiction to hear appeals from any of those courts.

10. Acceptance of Terms and Conditions

By submitting your enrolment, you confirm that:

- You have read and understood these Terms and Conditions.
- You agree to participate in the full 12-month program and meet the associated financial commitment.
- You understand the attendance, make-up session and cancellation requirements.
- You agree to be bound by these Terms and Conditions, subject to your rights under applicable Australian law.

I have read, understood and agree to the Terms and Conditions for The Leadership Program.