



Privacy Policy

Business Name / Trading name	WORLD EDUCATION SERVICE PTY LTD T/A: EAST WEST MIGRATION & EDUCATION EXPERT
Postal Address	20 Toomey Street, Vermont- VIC-3133
Business Address	20 Toomey Street, Vermont- VIC-3133
Business Phone	+61-404999955
Business Email	Info@eastwestmigration.com
Business Website	https://www.eastwestmigration.com https://www.migrationfile.com

Last updated: 6th July 2026

C1. General

At East West Migration and Education Expert, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how World Education Services Pty Ltd (trading as East West Migration and Education Expert) collects, uses, discloses, and protects personal information, and applies to our website <https://eastwestmigration.com/> and the services we provide.

By using our website or services, you consent to the terms of this Privacy Policy as updated from time to time. If you have an unresolved privacy concern that we have not addressed satisfactorily, you may contact us at info@eastwestmigration.com, or lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

We handle personal information in accordance with the **Privacy Act 1988 (Cth)** and the **13 Australian Privacy Principles (APPs)**, which govern the open and transparent management of personal information, collection, use and disclosure, direct marketing, cross-border disclosure, data quality, data security, and access and correction rights.

As a registered migration agency, we also handle personal information in accordance with our professional obligations under the **Migration Agents Code of Conduct**, including the duty to preserve the confidentiality of client information (see clause C9 below). Our registered agent is **Rao Dibal Hardik (MARN 1700407)**.

C2. Children's Privacy

Our services are not directed at, and are not knowingly provided to, individuals under the age of 18. We do not knowingly collect personal information from minors under 18. If you believe a minor has provided us with personal information, please contact us so we can remove it.

C3. Information We Collect and How We Use It

Personal Information

During the enquiry and consultation process, we collect information such as your name, email address, phone number, and details relevant to your immigration or education enquiry. We use this information to respond to your enquiry, provide our services, and, where you consent, to inform you of relevant new services, updates, or events.

Sensitive and Third-Party Information

As part of providing immigration assistance, we may collect **sensitive information** (as defined under the Privacy Act), including information about your immigration status, health (e.g. medical examination results), criminal history (e.g. police clearance certificates), and similar matters. Sensitive information is subject to a higher standard of protection and will only be collected with your consent, and used or disclosed only for the purpose it was collected, or as required by law.

We may also come into contact with personal information of third parties (e.g. family members, sponsors, employers) provided by you in connection with your matter. This information is used solely to service your requirements and is not used for promotional purposes or shared beyond what is necessary to progress your matter, without further consent.

Where you refer a friend to us, we request their name and email address solely to facilitate a one-time introduction. They may contact us at any time to request removal of this information.

Testimonials

We publish client testimonials on our website with the individual's prior permission. We are not responsible for personal information a client chooses to include in a testimonial they submit.

Usage Details and Visitor Data

We record website usage details (time, frequency, duration, pages visited, features used) and technical visitor data (IP address, browser type and language, referring URL, operating system, and similar) to analyse trends, administer the website, and improve our services.

Cookies and Tracking Technologies

We use temporary and persistent cookies, and similar technologies (tags, scripts, analytics tools), to operate and improve our website, including remembering your sign-in preferences if you select "keep me signed in." You may disable cookies through your browser, though this may limit access to registered areas of the site. We and our service providers may use these technologies to analyse aggregate demographic and usage trends.

Behavioural Advertising

We may work with third parties who use cookies or similar technologies to serve advertising based on your browsing activity across sites. You may opt out of interest-based advertising through your browser or device settings; you will still see generic (non-targeted) advertising.

Client Files and Records

We store client files, documents, correspondence, and related data at facilities located in Australia, and retain backup copies to prevent data loss. We retain personal information for as long as necessary to provide our services, comply with our legal and professional obligations (including record-keeping obligations under the Migration Agents Code of Conduct), resolve disputes, and enforce our agreements. Consistent with the Code of Conduct, we will return documents to which you are entitled upon request, including where you engage a new registered migration agent.

Payment Information

Where a service requires payment, we collect payment details solely to process that payment. We do not store your full financial information ourselves; with your consent, it may be stored in encrypted form by our payment gateway provider, who is contractually bound to handle it in accordance with this Privacy Policy and applicable law.

C4. Links to Other Websites

Our website may contain links to external websites. We encourage you to review the privacy practices of any external website before providing personal information there. We are not responsible for the privacy practices or content of external websites.

C5. Who We Share Information With

We may share your personal information with our affiliates, service providers, and business partners solely for the purpose of providing our services to you — for example, data storage, database management, web analytics, and payment processing. These service providers are only authorised to use your information as necessary to provide these services, and are required to handle it consistently with this Privacy Policy and applicable confidentiality and security obligations.

We do not sell your personal information to third parties, and will not disclose it to any party outside our business for purposes unrelated to providing our services without your specific consent, except where:

- disclosure is required by Australian law or an enforceable government or regulatory request;
- disclosure is necessary, in our reasonable judgment, to protect the safety of clients, staff, or the public; or
- our business (or part of it) is subject to a merger, acquisition, or sale, in which case you will be notified by email or website notice of any resulting change in ownership or use of your information.

We may share de-identified, aggregated demographic information with business partners and advertisers; this data does not identify you personally.

C6. Data Security

We adopt appropriate technical, physical, and organisational measures to protect your personal information — including your name, contact details, transaction information, and account data — against unauthorised access, alteration, disclosure, or destruction. Access to your personal information is restricted to staff who require it to provide our services and who are bound by confidentiality obligations.

C7. Your Choices

You may opt out of receiving marketing emails at any time by using the "unsubscribe" link in any marketing email. You will continue to receive essential transactional communications relevant to your matter (e.g. appointment confirmations, service updates).

C8. Accessing, Updating, and Correcting Your Information

Consistent with your rights of access and correction under the Australian Privacy Principles, you may request confirmation of what personal information we hold about you, and request correction, update, or removal of that information (including information in a testimonial), by contacting us at info@eastwestmigration.com. Changes may take up to 48 hours to take effect, and we aim to respond to all enquiries within 30 days.

C9. Confidentiality Duty as a Registered Migration Agency

As a registered migration agency, we treat client confidentiality as a core professional obligation, consistent with the Migration Agents Code of Conduct. We will not disclose information about you or your matter to any third party without your written consent, except where required by law, or as otherwise described in this Privacy Policy.

C10. Investigation of Suspected Illegal Activity

We may access your personal information and account data where necessary to investigate suspected illegal activity or a suspected breach of our Terms of Service, in a manner consistent with this Privacy Policy and applicable confidentiality and security safeguards.

C11. Data Breach Notification

We maintain practices consistent with the **Notifiable Data Breaches (NDB) scheme** under the Privacy Act 1988. If we experience a data breach that is likely to result in serious harm to individuals whose personal information is affected, we will notify the OAIC and affected individuals in accordance with our obligations under the NDB scheme.

C12. Enforcement of This Policy

We periodically review our practices to ensure personal information is handled consistently with this Privacy Policy. If you have concerns about our compliance, please contact us at info@eastwestmigration.com. We will investigate and respond to your concerns, and will cooperate with the OAIC or other relevant regulatory authorities where required.

C13. Changes to This Policy

We may update this Privacy Policy from time to time by posting an updated version on our website, or by emailing you directly. Where a change materially affects your rights, we will provide at least 30 days' advance notice by email. Continued use of our services after a change takes effect constitutes acceptance of the updated policy. Minor changes may be made without individual notification.

C14. Blogs and Forums

Where we provide a blog, forum, or comment feature, information you post is publicly visible to other users and visitors. We encourage caution when sharing personal information in these public spaces, as we are not responsible for information you choose to disclose there. Social sharing widgets (e.g. Facebook, X/Twitter buttons) may collect limited technical data (such as your IP address and the page visited) to function correctly, but do not collect personal information on our behalf; your use of these widgets is governed by the relevant third party's own privacy policy.

C15. Overseas Disclosure

Where we engage service providers located outside Australia (for example, cloud storage or software providers), we take reasonable steps to ensure that any personal information transferred overseas [continues to be protected consistently with the Australian Privacy Principles, as required under APP 8](#).

C16. Contact Us

If you have questions or concerns about this Privacy Policy, or wish to access, correct, or remove your personal information, please contact:

World Education Services Pty Ltd, trading as East West Migration and Education Expert

Email: info@eastwestmigration.com

Phone: +61 432 710 717

We aim to respond to all privacy enquiries within 30 days of receipt, after verifying your identity. If you remain unsatisfied with our response, you may lodge a complaint with the OAIC at www.oaic.gov.au.

C17. Acknowledgement

By signing the Service Agreement, the Client acknowledges that they have read, understood, and agree to this Refund Policy.

*World Education Services Pty Ltd (ABN 52 617 603 577 / ACN 617 603 577), trading as East West Migration & Education Expert, is committed to providing services in accordance with the Migration Agents Code of Conduct.

If you have any questions about either Part A or Part B of this document, please contact us at info@eastwestmigration.com or +61 432 710 717.

***Last updated: 6th July 2026.**