



Privacy Policy

Policy

The RTO is committed to providing quality training and assessment in accordance with the Standards for RTOs 2015 and understands and respects the importance of protecting the privacy of individuals and safeguarding any confidential information obtained as well as complying with the Privacy Act 1988, specifically in the way it collects, uses, secures and discloses personal information.

Procedure:

Collection of Personal Information

1. The RTO will collect information from you in the following ways:
 - Online enquiry
 - Enrolment forms
 - request certain services or products
 - other forms of contact or business with the RTO
 - certified documents
 - telephone calls, emails, other forms of correspondence
 - from third parties, i.e., other training providers, employers, job networking providers
2. Personal information used to identify an individual may include (but not limited to):
 - Name
 - Address
 - Contact number
 - Email address
 - Profession/ occupation
 - Photo identification
3. Information collected verbally when a potential student makes an initial enquiry with the RTO, enables the RTO to identify and validate the student's eligibility via the industry portal (Dept. of Transport). Your personal driver's

licence information, photograph, and vehicle licence information may be used, or disclosed to a third party, where authorised under 'road law' (as defined in the Road Traffic (Administration) Act 2008), Commonwealth law or in compliance with a Court Order issued within Australia. Your personal details may also be disclosed to other driver licensing authorities to assess your application or verify any information you have provided.

This information may include:

- Driver's licence or Learner permit
 - Name/s
 - Date of Birth
4. Information collected on enrolment will not be used or disclosed other than in accordance with the Privacy Act 1988, and for the purposes for which the information is collected. However, certain information required by law must be collected and reported to the VET Regulator and the NCVER (National Centre for Vocational Education Research) as required. Information will not be disclosed to a third party without the written consent of the participant.

Information Storage and Access

1. Personal information is stored on the Student Management System and protected from misuse, interference, loss as well as unauthorised access, modification or disclosure.
2. Students can access their personal records upon request to the RTO. Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that the RTO has collected. Students may correct such personal information at this time. The Records Management Policy details the process for students to follow to access personal information.
3. Under the Privacy Act 1988, individuals can make a complaint to the RTO about the handling of personal information, and we will endeavour to resolve the complaint as per our Complaints & Appeals Policy, within the designated time frame. If an individual is not satisfied with the result, after 30 days they can contact the Office of the Australian Information Commissioner (OAIC) about the handling of the personal information, by calling 1300 363 992 or email enquiries@oaic.gov.au.

The RTO will ensure and maintain a current Privacy Policy which will be available to all students via the enrolment form as well as on the website

Links to other systems, processes or documents:

- Enrolment form
- Enrolment Policy and Procedure

- Records Management Policy and Procedure
- Complaints and Appeals Policy and Procedure