

# POLICY & PROCEDURE

## PRIVACY POLICY

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## 1. Purpose

- 1.1 The RTO, Allens Training Pty Ltd - Registered Training Organisation 90909 (referred to as RTO, we, us or our) has implemented this Privacy Policy to provide individuals with information about how we hold and use personal information we collect.
- 1.2 By providing personal information to the RTO or their approved third party providers delivering training and assessment on their behalf, the individual consents to its collection, use, storage, and disclosure in accordance with this Privacy Policy.
- 1.3 We respect the privacy of individuals and are committed to protecting their personal information. This document provides guidance on how the RTO adheres to the requirements of the Australian Privacy Principles (APPS) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Protection) Act 2017.
- 1.4 The objective of this policy is to ensure that the RTO and its third party training providers:
- Comply with all work practices as per the 13 Australian Privacy Principles (APPS) and Privacy Act 1988 (Cth);
  - Comply with the National VET Data Policy when collecting, submitting, using and accessing VET data;
  - Ensures that information collected from students and staff is managed and kept confidentially; and
  - Information is used for its intended purpose and not provided to third parties except with authorisation has been provided or as required by law or the Regulator.

## 2. Scope

- 2.1 This policy relates to Allens Training Pty Ltd – Registered Training Organisation 90909 (hereinafter referred to as the RTO) its trainers and assessors and employed staff. It includes any third party providing services on behalf of the RTO, including their trainers and assessors and administration staff. It also covers students of the RTO and third party providers.

### 3. Policy Statement

3.1 The RTO is committed to ensuring that:

- a. Confidential and personal information provided to us by any individual is collected and treated in a manner which protects the privacy of that information on behalf of the individual;
- b. Students can access their training records, such as but not limited to: Statements of Attainment, Qualifications, Records of Results and verification of competency certificates; and
- c. Information pertaining to individuals is not disclosed to a third party without the written consent of the individual.

3.2 The data collected by the RTO primarily relates to student information collected and recorded as per the requirements of the Australian Skills Quality Authority (ASQA), National Centre for Vocational Education Research (NCVER); Federal and State funding bodies and state licensing bodies.

#### 3.3 Storage and security of information

- a. We receive and store personal information provided through our website, Training Desk, our hardcopy and digital enrolment forms, our social media pages or other medium from time to time.
- b. Personal information may include but is not limited to, personal details, place of employment, place of origin, language and cultural diversity indicators, disability indicators, previous education history, training records and results, unique student identifier and any RTO documentation issued, for example a Statement of Attainment or record of results.
- c. Some courses, such as licenced courses, also require copies of personal documents (for example, drivers' licence, passport, birth certificate or photo identification document) to verify an individual's identity. This is a regulatory requirement, and the RTO does not have any discretion in relation to these documents. If they are not provided, we are unable to continue with your enrolment.
- d. We keep personal information always protected. Electronic information you provide is stored on a protected server and/or in databases such as AVETMIS that are password protected. Any physical documentation provided is kept secured in locked storage with access only by authorised personnel and destroyed securely once the mandatory retention period has been reached.

#### 3.4 Disclosure of information

- a. The RTO is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
- b. The RTO is also authorised by law (under the NVETR Act) to disclose personal information to the relevant state or territory training authority. From time to time, we may also have to disclose your information because of a court order, subpoena, warrant or in the course of a legal proceeding or in response to a law enforcement agency request.

The RTO may supply a copy of outcome of results only from training to the parties listed below:

- schools – if you are a secondary student undertaking VET training as part of a school program;
- employers – if you are enrolled in training paid for by your employer;
- if you are enrolled in training paid for by your employer or another third party (such as a job agency);
- to your employer or that third party;
- if you are enrolled with the RTO in a program eligible for articulation through a higher education delivery partner and/or intend to continue study via a prearranged articulation pathway;

- if you are under the age of 18 - your parent/guardian (unless you have formally advised the RTO not to provide this information);
- Government Authorities and Agencies including but not limited to Qld Department of Employment, Small Business & Training, Centrelink, Commonwealth Department of Immigration and Citizenship, Australian Tax Office, Tertiary Education Quality and Standards Authority, the National Centre for Vocational Education, the Commonwealth Department of Education and Training and the Tuition Assurance Scheme;
- third parties that the RTO has engaged to carry out functions and activities on our behalf (such as other education providers, website hosts, trade suppliers, independent contractors and other third party service providers) or that we otherwise work with to provide our education programs;
- third parties to whom you have expressly given consent;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers; and
- other persons as required or authorised by law.

You must complete a Third Party Release of Information form for results or other information to be released to any other third party not listed above.

- The RTO will not supply personal information to any other party without authorisation. Students can complete an information release form if they require information about their training to be released to a third party.
- The RTO does not provide data to any overseas third parties.
- Our RTO does not use your personal information to provide direct marketing materials, updates or newsletters unless the information pertains to current non-finalised course enrolments. From time to time, you may be emailed or receive an SMS from us to confirm or change course bookings, your enrolment and progression status or when a training package has been superseded.
- We do not, and will not, sell your personal information to any other party.

### 3.5 How do we collect personal information?

The RTO collects personal information in several ways, including:

- Directly, for example but not limited to:
  - enrolment to complete a course;
  - undertake training (including online);
  - provide information to us in person or by phone, email or through Training Desk platform;
  - submit information through our websites or Training Desk; and
- from third parties, such as:
  - the RTO's commercial partners;
  - the RTO's approved third party training providers enrolling students and delivering training and assessment on the RTO's behalf;
  - other government departments and agencies;
  - social media sites such as Facebook, Instagram, and Twitter when you contact or otherwise engage through these social media sites; and
  - third party service providers (including employers and job agencies), to provide or facilitate your enrolment.

Where there are multiple engagement times over a short period in relation to the same matter, separate notices about privacy may not be given.

### 3.6 How do we use personal information?

The RTO may use your personal information for the primary purposes for which it was collected, and related secondary purposes either related to the primary purpose, or as otherwise set out in this Privacy Policy. Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment submitted;
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation / completion;
- verify an individual's identity;
- develop student registers to enable communication with you and any nominated parent/guardian;
- facilitate health, safety, and wellbeing at training locations (including online);
- process HR or employment information submitted;
- develop, run, administer, and promote, courses, programs, activities and other events including promotions on social media;
- market and promote products, services, merchandise, and special offers made available by us or our respective commercial partners;
- administer and manage our websites, computer networks, platforms, and other applications ("systems") and provide individuals with access to those systems, to enable those systems to function, to identify individuals as the holder of an account, to associate account activity with their identity;
- administer and manage any account held with us;
- keep adequate records for audit, record keeping and compliance purposes;
- keep individuals informed of news and information relating to Allens Training or approved third party providers, including by distributing publications and other communication via various mediums including direct mail, email and SMS / MMS messages;
- if you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your or your employer's engagement with us and otherwise as specified in this Privacy Policy; and
- research and develop new programs, activities and other events relating to education and other related products and services.

If you do not want to receive marketing information you can contact the RTO on 1300 559 064 to opt out of receiving these communications. Students cannot opt out of receiving administrative messages in relation to any course in which they are currently enrolled.

From time to time, we may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information, and we will ensure your personal information is used in accordance with the requirements of the Information Privacy Act 1988 (Cth).

We do not otherwise use or disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter with us; or
- required or authorised by law; or
- for health and safety reasons, or another authorised reason under the Information Privacy Act 1988 (Cth)

If you do not want to provide or choose not to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

### 3.7 Websites

- a. When you visit our websites, our systems may record certain information about your use of those websites (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our web sites.
- b. In addition, we may use "cookies" on our websites. Cookies are small text files that help a website to remember your preferences and improve your experience of using that website. Using cookies is standard

practice for most large websites. In some cases, the cookies that we use may collect some personal information about you. We will treat this information in the same way as other personal information we collect about you. If you prefer, you may be able to disable cookies on your internet browser.

- c. We may engage third parties, to help analyse how our websites are used. This analysis is performed using data collected from the websites, including by using cookies which are stored on your computer. The information generated is used to create reports about the use of our websites, and these third parties may store this information. However, this information is not intended to and will generally not include any personal information.
- d. We may also collect Internet Protocol (IP) addresses relating to you when you access and use the web sites. IP addresses are assigned to computers on the internet to uniquely identify them within the global network of computers which makes up the internet. We may collect and manage IP addresses for internet session management and security purposes.
- e. Some of the content on our websites may include links to third party websites or applications made available by third parties, such as social media buttons or links that allow you to share content or links to our website through the relevant third party platforms. These third party links or applications themselves may facilitate collection of information by those third parties through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these links or applications or the collection and use practices of the relevant third parties.

Please visit the relevant third party websites to understand their privacy practices and options they may make available to you in relation to their collection of your personal information.

### **3.8 Photographs and testimonials**

At times during a course or training session, staff and students may:

- be involved in and included in photographs taken either for identification, verifying events, publicity or advertising reasons; or
- be asked to post or participate in providing testimonials on their experiences with the RTO.

The RTO will only use such material after the explicit written consent of the individual. This consent may be rescinded at any unspecified moment (but material already posted in the public domain may remain so).

### **3.9 Surveys**

- a. The RTO administers student satisfaction surveys post-course seeking feedback for continuous improvement. Feedback provided by each student about the RTO, trainers, course materials and overall course satisfaction are treated seriously and used by the RTO to improve practice. Students may remain anonymous whilst providing feedback.
- b. You may receive a student survey which may be run by a government department, the National VET Regulator (Australian Skills Quality Authority) or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **3.10 Accuracy of personal information**

We take all reasonable precautions to ensure that the personal information we collect, use, store and disclose is accurate, complete, and up to date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

If you find that the personal information, we hold about you is inaccurate, incomplete, or out-of-date, please log in to Training Desk to update your details or contact us immediately and we will take reasonable steps to ensure that it is corrected.

### 3.11 NCVER Privacy Notice

As a registered training organisation, the RTO must adhere to the NVETR Act 2011 and are required to include the following Privacy Notice on our enrolment documents:

#### Privacy Notice

##### Why we collect your personal information.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide the information required, we will not be able to enrol you as a student onto the course.

##### How we use your personal information.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

##### How we disclose your personal information.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

##### How the NCVER and other bodies handle your personal information.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

The NCVER Privacy Notice is supplementary to the RTO's Privacy Policy and is located in the Student Handbook and on our website.

### 3.12 Student Identifiers Registrar's Privacy Policy

The Unique Student Identifiers Registrar is committed to handling your personal information in accordance with the Privacy Act 1988 and Australian Privacy Principles (APPs) which regulates how they must collect, use, disclose and hold personal information.

The USI Registrars Privacy Policy is supplementary to Allens Training Privacy Policy and is located on the Australian Government USI website.

### 3.13 Privacy Breach

If you believe there has been a breach in this policy or legislation in relation to your information, or if you wish to make a complaint about how your personal information has been treated, please contact the RTO – General Manager for Compliance. We take privacy seriously and will investigate all complaints in relation to privacy breaches.

## 4. Procedures

- 4.1 To process a complaint in relation to a privacy breach, please refer to our Complaints procedure contained within the Complaints Policy.

## 5. Responsibilities

### Handling of complaints

- 5.1 The General Manager of Regulatory Compliance is responsible for the overall supervision and handling of complaints in relation to privacy breaches.

### Compliance, monitoring and review

- 5.2 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy.

### Reporting

- 5.3 No additional reporting is required.

### Records management

- 5.4 Employees must maintain all records in Training Desk relevant to administering this policy securely.

## 6. Definitions

### Terms and definitions

**Personal Information:** Personal information has the meaning given in section 12 of the Information Privacy Act 2009 (Qld) and refers to any information provided in writing or verbally that is provided with the expectation that by giving that information it will be handled confidentially.

## 7. Related Legislation & Documents

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

USI Registry – [www.usi.gov.au](http://www.usi.gov.au)

Privacy Act: [Privacy Act 1988 \(Cth\)](#)

Australian Privacy Principles: [Australian Privacy Principals \(APPs\)](#)

## 8. Feedback

8.1 Feedback about this document can be emailed to [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au).

## 9. Approval and Review Details

Approval Authority			Next Review Date
CEO			June and December of each year
Version	Effective Date	Author(s)	Description
Draft	27.09.23	Ferne Robinson	Initial draft for review by Management Team
V1.0	14.12.23	Ferne Robinson	Version 1.0 approved for publishing

## 10. Appendices

Not applicable.