



Privacy Policy and Procedure

Purpose

Australian College of Excellence respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders.

Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

Australian College of Excellence has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's. No student files will be removed from the RTO's site, unless a student is notified beforehand.

National Privacy Principles

It will follow the ten National Privacy Principles (NPP) in the handling of personal information of students / employees.

NPP 1 - Collection of personal information must be fair, lawful and not intrusive. A person must be told the organisation's name, the purpose of collection, any laws requiring the collection, the main consequences if all or part of the information is not provided, and that the person can get access to their personal information. The organisation must collect personal information directly from the individual if it is reasonable and practicable to do so. An organisation which collects personal information about an individual from someone else must ensure that the individual is or has been made aware of the disclosure required above.

NPP 2 - Use & Disclosure Ace College should only use or disclose information for the purpose for which it was collected unless the person has consented, or the secondary purpose is related to the primary purpose and a person would reasonably expect such use or disclosure. Where personal information (other than sensitive information) is used for the secondary purpose of direct marketing and it is not practicable to obtain consent, each direct marketing communication must provide the individual an opportunity of not receiving further direct marketing communication.

NPP 3 - Information Quality Ace College must take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to date.

NPP 4 - Data Security Ace College must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. **NPP 5 - Openness** Ace College must have a policy document outlining its information handling practices and make this available to anyone who requests it.



NPP 6 - Access and Correction Generally speaking, Ace College must give an individual access to personal information it holds about that individual on request.

NPP 7 - Identifiers Generally speaking, Ace College must not adopt, use or disclose an identifier that has been assigned by a Commonwealth government 'agency'. For example, a tax file number or Medicare number.

NPP 8 - Anonymity Ace College must give people the option to interact anonymously whenever it is lawful and practicable to do. Generally speaking, a person cannot acquire financial services anonymously. However, a person could make a general enquiry (for example, about the policy coverage available) without giving his or her name.

NPP 9 - Transborder Data Flows Ace College can only transfer personal information to a recipient in a foreign country in circumstances where it is necessary to do so to complete an agreement with a person, or where the information will have appropriate protection, or the person has consented to the transfer.

NPP 10 - Sensitive Information Ace College must not collect sensitive information (for example, details of a person's race, religion, sexual preferences or health) unless the individual has consented.



Australian Privacy Principle 1 – Open and transparent management of personal information

Types of information which will be collected and where it is held The RTO collects information for training purposes and compliance against the Standards for RTO's to ensure quality service is given to its students in an open and transparent way. The information collected and stored in the RTO's AVETMISS database includes;

- ♣ Student Name
- ♣ Age, sex
- ♣ Contact information
- ♣ Record progress

Australian Privacy Principle 2 – Anonymity and Pseudonymity

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so. In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by the RTO.

Australian Privacy Principle 3 – Collection of solicited personal information Personal information other than sensitive information

The RTO will only collect personal information that is reasonably necessary for one or more of their functions or activities. Sensitive information Sensitive information in which the RTO may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information related to student's health and safety, the RTO may collect this information with the consent of the individual or authorised by or under Australian Law.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Should the RTO receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified.

The RTO will also, within a reasonable period after receiving the information, determine whether it could have been collected under APP 3. Australian Privacy

Principle 5 – Notification of the collection of personal information

At or before the time, or if that is not practicable as soon as practicable after, the RTO collects personal information about an individual, such steps will be taken to inform the individual:

- ♣ The identity of the RTO and contact details
- ♣ If the RTO collects or has collected person details from someone other than the individual
- ♣ If the collection of personal information is required or authorised by or under and Australian law or a court/tribunal order.



- ♣ The purpose for which the RTO has collected the information
- ♣ The consequences (if any) for the individual if all or some of the personal information is not collected by the RTO
- ♣ Whom the RTO discloses the personal information too
- ♣ How the individual may access the personal information and seek correction of such information
- ♣ Please refer to Access to Records Policy and Procedure
- ♣ How the individual may complain due to any form of breach

Principle 6 – Use or disclosure of personal information

The RTO will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is not prohibited unless the individual has consented to the use of disclosing information. Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes. Australian Privacy Principle

7 – Direct marketing

The RTO will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual. This includes sharing your personal details with another organisation unless it is a government department. Australian Privacy

Principle 8 – Cross border disclosure of personal information

The RTO will only transfer personal information to an individual or someone overseas if;

- ♣ The receipt of the information is subject of law
- ♣ The RTO believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

The RTO must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

- ♣ The identifier is prescribed by the regulations
- ♣ The organisation is prescribed by the regulations
- ♣ The adoption, use or disclosure occurs in the circumstances prescribed by the regulations In this case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number (TCID), which will be used for identified with the relevant government department. In the case of the Unique Student Identifier (USI) all students will be required to produce this number prior to enrolment. Australian Privacy

Principle 10 – Quality of personal information



All personal information collected by the RTO must be accurate, up to date, complete and relevant.
Australian Privacy Principle

11 – Security of personal information

The RTO must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only. Australian Privacy Principle

12 – Access to personal information

All students have the right to gain access to information on request that fall within the definition of personal information. Should the information be withheld from the individual, the RTO should provide reason why access will not be made available within lawful reasons.

Document Control

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Endorsed by	RTO Manager
The person responsible for the implementation	All staff members
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