



Privacy & Confidentiality Policy

Purpose

The RTO is committed to protecting the privacy, confidentiality and security of personal information collected during enrolment, training, assessment and related administrative functions. This policy outlines how the RTO manages personal information in accordance with the Privacy Act 1988 (including the Australian Privacy Principles), the VET Data Policy and the RTO's legislative and regulatory reporting obligations.

This policy aligns with the Standards for Registered Training Organisations 2025, specifically Quality Area 1 (Learner Engagement), Quality Area 3 (Learner Protection) and Quality Area 4 (RTO Governance and Self-Assurance).

Overview

The RTO collects personal information from learners and staff for enrolment, training, assessment, support services, compliance, reporting and regulatory requirements. Personal information is handled in accordance with the Privacy Act 1988 (Australian Privacy Principles), the VET Data Policy and relevant state and national legislation.

The RTO maintains systems and practices that protect personal information from loss, unauthorised access, misuse, modification or disclosure. Learners are informed about how their information will be collected, used, stored and disclosed, including where information is required to be shared with government bodies, regulators or funding agencies. The RTO supports culturally safe and respectful information-handling practices, including for Aboriginal and Torres Strait Islander learners and learners from diverse backgrounds.

Scope

This policy applies to all personal information collected, stored, used or disclosed by the RTO in relation to learners, prospective learners, staff, contractors and other individuals who engage with the RTO for training, assessment or administrative purposes.

The policy applies to all RTO staff involved in handling personal information and covers all formats of information, including electronic records, hard copy files, communications, images, assessment evidence and system-generated data.

Privacy, confidentiality and information security controls form part of the RTO's risk management and self-assurance framework. Privacy risks are identified and monitored in relation to key operational contexts, including system access controls, third-party portals, email and printing, identity documents, images and recordings (where used and only with appropriate consent), and the use of mobile devices. Privacy incidents, non-conformances and emerging risks are recorded in the Risk Register and/or Continuous Improvement Register, investigated, actioned and monitored to closure, with actions reviewed to confirm effectiveness and address systemic causes.

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Policy

The RTO manages personal information in accordance with the Privacy Act 1988 (Australian Privacy Principles), the VET Data Policy and relevant state and national legislation. The RTO collects only the information necessary for enrolment, training, assessment, learner support, regulatory reporting and administrative functions.

The RTO ensures that personal information is:

- collected lawfully and fairly, and used only for the purposes for which it was provided
- stored securely and protected from loss, unauthorised access, misuse, modification or disclosure
- disclosed only where required or authorised by law, including to government bodies, regulators, funding agencies, the USI Registry, NCVET and the Department of Transport
- handled in a way that supports culturally safe and inclusive practices for all learners
- accurate, complete and up to date to the extent reasonably practicable

The RTO provides learners with clear notice at or before the time personal information is collected, in accordance with Australian Privacy Principle (APP) 5. This notice includes the purpose for which the information is collected, whether the information is required by law or for regulatory reporting, the consequences of not providing the information, and details of any mandatory disclosures to government bodies or regulators. Collection notices are provided through enrolment documentation and supporting learner information and are supported by internal procedures.

The RTO collects identity evidence only where required to meet regulatory, USI or licensing obligations. Identity documents and copies are stored securely with restricted access, used only for the purpose collected, and are destroyed or de-identified when no longer required in accordance with the RTO's recordkeeping and privacy requirements. Where identity evidence is collected for USI creation, verification or retrieval, the RTO applies its USI procedures and associated consent requirements.

Learners are informed about how their personal information is collected, used and disclosed, including mandatory disclosures to government agencies and regulatory bodies. Learners may request access to, or correction of, their personal information in accordance with the Australian Privacy Principles. Access is limited to information relating to the individual requester; personal information relating to other learners will not be released.

Confidentiality is required of all RTO staff and contractors, and personal information must not be accessed, discussed or shared unless required for legitimate business or regulatory purposes.

Any concerns regarding privacy, confidentiality or potential breaches may be raised through the RTO's Complaints and Appeals Policy. Privacy incidents and suspected or confirmed data breaches are reported, escalated and actioned in accordance with the RTO's governance, risk management and continuous improvement processes.

Learner Access

The RTO provides a Privacy Collection Notice at the point of collection (for example, at enrolment and when collecting staff or contractor information) consistent with Australian Privacy Principle (APP) 5 requirements. Learners may request access to, or correction of, their personal information in accordance with the Australian Privacy Principles. Access is restricted to information relating to the individual requester; personal information relating to other learners will not be released. The Privacy Collection Notice explains the purpose of collection, any mandatory disclosures, access and correction options, complaint pathways, and the consequences of not providing required information.

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Disclosing Personal Information

The RTO discloses personal information only where authorised or required by law and in accordance with applicable VET reporting and regulatory frameworks (including AVETMISS reporting, NCVET requirements and the Unique Student Identifier (USI) framework).

Personal information may be disclosed to relevant parties where required to meet regulatory, reporting, licensing or lawful operational obligations, including:

- government agencies and regulators
- NCVET for national VET data reporting
- the USI Registry for USI creation, verification or retrieval requirements
- relevant licensing and oversight bodies (including the Department of Transport where applicable)
- funding bodies or program administrators where required

The RTO limits disclosures to what is necessary for the lawful purpose and applies appropriate security and access controls. **Detailed operational arrangements for reporting, data submission and verification are maintained in the RTO's internal procedures and supporting documentation.**

Management and Security of Personal Information and Assessment Records

The RTO takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, unauthorised modification and unauthorised disclosure.

Personal information is stored securely, and access is restricted to authorised personnel who require the information for legitimate business, training, assessment or regulatory purposes. The RTO maintains appropriate physical, administrative and electronic safeguards to support the confidentiality and security of records across all storage formats.

Management of Enrolment and Participation Records

The RTO maintains enrolment, participation, assessment and certification records in accordance with regulatory, reporting and recordkeeping requirements. Personal information contained within these records is managed in line with this Privacy & Confidentiality Policy, the Australian Privacy Principles and the RTO's Record Management Systems Policy.

Retention timeframes for specific record types are set out in the RTO's Records Management Systems Policy. The RTO retains and disposes of personal information in accordance with legal and regulatory retention requirements and the RTO's Record Management Systems Policy, including secure disposal when information is no longer required.

Third-Party Providers and Data Storage

Where the RTO uses third-party systems or service providers to collect, store or process personal information on the RTO's behalf, the RTO conducts due diligence and ensures appropriate contractual privacy and confidentiality controls, access restrictions and security requirements are in place. Where personal information is stored or accessed outside Australia, the RTO applies additional controls consistent with Australian Privacy Principle (APP) 8 and ensures offshore arrangements are managed to protect personal information.

Disclosure in an Emergency

The RTO may disclose personal information without consent where required or authorised by law, or where necessary to respond to, reduce or prevent a serious threat to an individual's life, health, safety or welfare, or a serious threat to public health or safety.

This includes circumstances involving learners or other individuals who may be at serious risk.

Any such disclosures are made in accordance with the Australian Privacy Principles and the RTO's governance and risk management processes.

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Access to Personal Information – Staff

Access to personal information is restricted to authorised RTO personnel based on their role and legitimate business purpose. Staff may only access or use personal information where required to carry out their duties in training, assessment, learner support, administration or compliance. All staff and contractors are required to maintain confidentiality and comply with the RTO's privacy, security and governance obligations. Staff access to personal information is subject to access controls and may be monitored or reviewed as part of the RTO's compliance and self-assurance activities.

Internal Procedures

The RTO maintains internal procedures that support the practical implementation of this Privacy & Confidentiality Policy. These procedures outline the operational steps staff follow when managing personal information and are reviewed periodically to ensure alignment with the Australian Privacy Principles, the VET Data Policy and the RTO's governance and risk management frame.

Internal procedures address the following areas:

Learner Access to Personal Information

- Process for receiving, verifying and responding to learner requests to access or correct personal information.
- Secure arrangements for providing access while protecting the confidentiality of other learners.

Lawful Disclosure of Personal Information

- Internal checks and approval pathways for disclosures required or authorised by law, including disclosures to government agencies, regulators, NCVER, the USI Registry, funding bodies and licensing authorities.
- Process for managing learner-consented disclosures.

Management and Security of Personal Information

- Internal controls for storing, securing and managing personal information in electronic and physical formats.
- User access permissions, system safeguards and secure handling of documents containing personal information.

Recordkeeping for Enrolment and Participation Records

- Administrative processes for creating, maintaining and updating enrolment, participation and certification records in line with regulatory requirements.
- System-based workflows for managing learner information across the training lifecycle.

Assessment and Certification Records

- Internal procedures for maintaining assessment evidence and certification records in accordance with retention and reporting requirements set out in the Record Management Systems Policy.

Emergency Disclosure

- Processes for handling urgent disclosures where information must be released to reduce or prevent a serious threat to life, health, safety or public welfare, consistent with relevant APP requirements.
- Guidance for identifying emergency circumstances and documenting emergency disclosures.

Staff Access and Use of Personal Information

- Internal permissions and access controls defining which roles may access specific types of learner information.
- Confidentiality expectations and appropriate use requirements for staff and contractors.

These internal procedures support compliance but are not included in this governance policy to avoid over-prescribing operational detail. They are maintained as internal documents and updated as required.

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Roles & Responsibilities

CEO

- Maintains overall accountability for ensuring personal information is managed securely and in accordance with legislative, regulatory and RTO requirements.
- Ensures appropriate governance systems are in place to protect privacy, confidentiality and information security.
- Reviews significant privacy risks, incidents, breaches and improvement actions.
- Ensures privacy obligations are considered through risk management and continuous improvement processes.

Quality and Compliance Officer

- Monitors privacy and confidentiality processes to ensure alignment with RTO policies, procedures and regulatory requirements.
- Reviews privacy risks, incidents, non-conformances and improvement opportunities.
- Monitors actions arising from privacy reviews, incidents or audits through continuous improvement processes.
- Provides compliance information and identified risks to the CEO.
- Supports self-assurance activities relating to privacy and record management requirements.

Administration Manager

- Oversees operational processes relating to the collection, storage and management of personal information.
- Ensures administration processes support secure handling of learner records and confidential information.
- Supports staff understanding of privacy requirements and escalation pathways.
- Ensures privacy-related administrative issues are managed appropriately.

Administration Officer

- Collects, updates and maintains learner information in accordance with privacy requirements and RTO procedures.
- Supports learner requests for access to or correction of personal information.
- Maintains secure records and follows approved information-handling processes.
- Reports privacy concerns, incidents or suspected breaches to the appropriate responsible person.

Trainers and Assessors

- Handle learner information in a confidential, secure and appropriate manner.
- Access and use personal information only where required for training, assessment or learner support purposes.
- Maintain confidentiality of assessment evidence and learner information.
- Report privacy concerns, suspected breaches or inappropriate access in accordance with RTO procedures.

Learners

- Provide accurate personal information during enrolment and throughout training.
- Inform the RTO of changes or corrections required to personal information.
- Raise privacy or confidentiality concerns through the RTO's Complaints and Appeals process.

Review

This policy is reviewed every two years, or earlier if changes to the Privacy Act 1988 (Australian Privacy Principles), the VET Data Policy, the Registration Standards 2025 or the RTO's internal systems and processes require an update.

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Related Policies and Documents

The following related policies, procedures and forms support the implementation and compliance of this policy:

- Regulatory Compliance & Governance Policy
- Risk Management Safety Policy
- Continuous Improvement Policy
- Record Management Systems Policy
- USI Policy and Procedure
- Certification & Issuance Policy
- Informing Protecting Learners Policy
- Complaints & Appeals Policy
- Feedback Policy and Procedure
- Training Staff Policy
- Access & Equity Policy
- Reasonable Adjustment Policy
- Assessment Systems Policy and Procedure

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