Privacy Policy

1. Policy Statement

AusQ Training is committed to complying with its obligations under the Privacy Act 1988 (Cth), the Australian Privacy Principles, applicable VET data and student identifier requirements, and relevant Western Australian VET legislation. AusQ Training collects, uses, stores, secures and discloses personal information only where required or authorised for its RTO functions, contractual obligations, regulatory reporting, student support, training delivery, assessment, certification, and lawful business operations. AusQ Training is committed to safeguarding confidential information obtained by the RTO.

AusQ Training will ensure:

- It maintains and provides a current Privacy Policy;
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records.

1.1 Purpose

AusQ Training is committed to providing quality training and assessment in accordance with the Registration Standards 2025 and applicable requirements of the VET Quality Framework. As such, AusQ Training is required to comply with Commonwealth and Western Australian law regarding privacy, confidentiality, student identifiers, VET data reporting, and the handling of personal information for workers, customers, learners and contractors.

The purpose of this policy is to outline how AusQ Training complies with Privacy Act and Australian Privacy Principles (APPs).

1.2 Scope

This policy applies to:

1. All AusQ Training workers
2. All contractors working on behalf of AusQ Training
3. All learners attending training with AusQ Training
4. All of AusQ Training's activities and operations

2. Policy

The following principles underpin this policy.

2.1 Consideration of Personal Information Privacy

a) Open and Transparent Management of Personal Information.
AusQ Training will:

1. Ensure that personal information is managed in an open and transparent way.
2. Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
3. Ensure that it maintains an up-to-date policy about the management of personal information.
4. Ensure that AusQ Training Privacy Policy contains the following information:
    - The kind of information that is collected and held;
    - How the information is collected and held;
    - The purposes for which information is collected, held, used and disclosed;
    - How an individual may access their personal information that is held by AusQ Training and seek correction of such information as necessary;
    - How the individual may make a complaint about a breach of the APPs and how AusQ Training will deal with such a complaint;
    - AusQ Training will acknowledge privacy complaints promptly, assess the complaint fairly, respond within a reasonable timeframe, keep the complainant informed where further time is required, and record the complaint, outcome and any corrective action through the complaints and continuous improvement processes.

- Whether AusQ Training is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.

5. Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.

b) Anonymity and pseudonymity
AusQ Training will:
1. Respect that individuals may not wish to identify themselves when making enquiries on AusQ Training products and services;
2. However, require full personal details as required by law and for identification purposes from customers.

2.2 Collection of Personal Information

a) AusQ Training will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
b) AusQ Training advises that it is required by law and by applicable VET reporting requirements to collect, hold, use and disclose personal information for national VET data reporting, including reporting under the Data Provision Requirements and VET Data Policy. This may include disclosure to the National Centre for Vocational Education Research, the Department of Employment and Workplace Relations, the Training Accreditation Council, the Department of Training and Workforce Development, funding bodies, and other authorised government agencies where required or permitted.
c) AusQ Training will provide learners with the required VET data privacy notice before or at the time of enrolment, including information about the collection, use and disclosure of personal information for national VET data reporting, NCVER reporting, government reporting, research, statistics, program administration, regulation, monitoring and evaluation.
d) AusQ Training will take reasonable steps at or before the time of collection to ensure that you are aware of who we are and how to contact us; how to gain access to and request correction of your information; the purpose for which the information is collected; any organisation or category of organisation to which we usually disclose information of that kind; any law, regulation, funding agreement, contract or reporting requirement that requires or authorises the information to be collected; the main consequences if all or part of the information is not provided; and whether personal information is likely to be disclosed overseas.
e) AusQ Training collects information from you in the following ways:
1. When you register your interest online, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
2. Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
3. Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
f) Should AusQ Training collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

2.3 Dealing with Personal Information

a) AusQ Training will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected.
The circumstances where an exception may occur are:
1. Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order;
2. The individual would reasonable expect AusQ Training to use or disclose the information for the secondary purpose;
3. A permitted health situation exists in relation to the use or disclosure of the information by AusQ Training;

4. A permitted general situation exists in relation to the use or disclosure of the information by AusQ Training;
5. AusQ Training reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

b) AusQ Training collects your personal information so as to:
1. Process applications;
2. Manage your enrolment;
3. Record and maintain your details;
4. Administering training programs;
5. Record and maintain details of your ongoing training and assessment;
6. Provide you with details regarding AusQ Training services, benefits and training opportunities where you have consented, where you would reasonably expect this communication, or where the communication is otherwise permitted by law, and always with an accessible opt-out or unsubscribe option.
7. Notify you about upcoming events and opportunities;
8. Gain feedback from you;
9. Communicate with you;
10. Report to relevant authorities as required by law.

c) Direct Marketing
AusQ Training:
1. May use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (ie the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) to let you know about our services and benefits, where we have your consent.
2. Provides an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications.

d) Cross Border Disclosure
AusQ Training:
1. Does not disclose personal information to overseas recipients unless the disclosure is permitted under the Australian Privacy Principles, the individual has been appropriately informed or has provided consent where required, and AusQ Training has taken reasonable steps to ensure the overseas recipient handles the information consistently with applicable Australian privacy obligations.

e) Adoption, use or disclosure of Government Related identifiers
AusQ Training:
1. Is required by law (*Student Identifier Act*) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
2. Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
3. Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

2.4 Integrity of Personal Information

a) Quality of personal information
AusQ Training will take steps, as are reasonable, to ensure that the personal information it:
1. Collects is accurate, up to date and complete;
2. Uses or discloses, is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.

b) Security of personal information
AusQ Training will take steps, as are reasonable in the circumstances to:
1. Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
2. AusQ Training will manage suspected or confirmed eligible data breaches in accordance with the Notifiable Data Breaches scheme under the Privacy Act 1988 (Cth), including prompt containment, assessment, internal escalation, notification to affected individuals

and the Office of the Australian Information Commissioner where required, and recording the incident and corrective actions through the continuous improvement process.

3. Destroy or de-identify personal information when it is no longer required for any lawful business, training, assessment, certification, audit, reporting, funding, regulatory, contractual or records retention purpose, and ensure destruction or de-identification is completed securely and recorded where required by the Records Management Policy.

2.5 Access to, and correction of, Personal Information

a) AusQ Training provides all customers with electronic access to their own personal records, where the individual can update and maintain their own personal information.

b) In some circumstances, AusQ Training may not permit access to individuals for their personal information. If this is ever the case, AusQ Training will provide full details for the legal reasons for this decision. These may include that AusQ Training believes:
   1. That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
   2. Giving access would have an unreasonable impact on the privacy of other individuals; or
   3. The request for access is frivolous or vexatious; or
   4. The information relates to existing or anticipated legal proceedings between AusQ Training and the individual, and would not be accessible by the process of discovery in those proceedings; or
   5. Giving access would reveal the intentions of AusQ Training in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
   6. Giving access would be unlawful; or
   7. Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
   8. Both of the following apply:
      - AusQ Training has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to AusQ Training functions or activities has been, is being or may be engaged in;
      - Giving access would be likely to prejudice the taking of appropriate action in relation to the maters; or
   9. Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
   10. Giving access would reveal evaluative information generated within AusQ Training in connection with a commercially sensitive decision-making process.

c) When dealing with requests for access to personal information, AusQ Training will:
   1. Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation; and
   2. Provide access to the information in the manner requested, if it is reasonable and practicable to do so.

d) AusQ Training does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.

e) With regard to the correction of personal information held:
   1. should AusQ Training be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, AusQ Training will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.
   2. Should AusQ Training refuse to correct information, AusQ Training will give written notice to the individual that sets out:
      - The reason for refusal
      - The mechanisms available to complain about the refusal; and
      - Any other matter prescribed by the regulations.

All personal information and records are maintained in accordance with the Records Management Policy. Refer to Records Management Policy. Privacy practices, recordkeeping controls, system access, data security, breach response, complaints, access requests and correction requests are monitored by the RTO Manager, with risks and improvements recorded and acted on through the Continuous Improvement Policy.

3. Accountabilities

The RTO Manager is responsible for ensuring that workers and contractors are made aware of this policy, understand the privacy, confidentiality, student identifier, records management and VET data reporting requirements that apply to their role, and comply with this policy at all times. The RTO Manager is also responsible for ensuring that learners and customers can access this policy and relevant privacy notices before or at the time their information is collected.

Workers and contractors must only access, use, disclose, copy, download, transfer, print or retain personal information where it is required for their role and authorised by AusQ Training. Workers and contractors must keep learner, customer, worker and contractor information confidential, protect system access credentials, report suspected privacy incidents immediately, and follow approved records management and secure disposal procedures.

4. Review

This policy will be reviewed and evaluated by the Director at least annually, and earlier where required due to legislative change, regulator guidance, audit findings, privacy incidents, complaints, system changes, new data sharing arrangements, or changes to RTO operations. Review dates will be managed through the Document Management System.

5. Definitions

- **Personal Information** is defined in the Privacy Act to mean "information or an opinion about an identified individual, or an individual who is reasonably identifiable:
  - whether the information or opinion is true or not; and
  - whether the information or opinion is recorded in a material form or not.

- **Sensitive Personal Information** is defined in the Privacy Act to mean "information or an opinion about an individual's" that is also personal information, such as:
  1. racial or ethnic origin; or
  2. political opinions; or
  3. membership of a political association; or
  4. religious beliefs or affiliations; or
  5. philosophical beliefs; or
  6. membership of a professional or trade association; or
  7. membership of a trade union; or
  8. sexual orientation or practices; or
  9. criminal record.

6. Related Documents

- Registration Standards 2025, including the Outcome Standards, Compliance Standards and Fit and Proper Person Requirements, and Credential Policy
- Vocational Education and Training Act 1996 (WA);
- Vocational Education and Training (General) Regulations 2009 (WA);
- VET Quality Framework;
- Data Provision Requirements; V
- ET Data Policy; Privacy Act 1988 (Cth);
- Australian Privacy Principles; Student Identifiers Act 2014 (Cth);
- Student Identifiers Regulation 2014 (Cth);
- National Vocational Education and Training Regulator Act 2011 (Cth), where applicable to national VET data reporting and disclosure arrangements.
- Privacy Procedure
- Records Management Policy