



Purpose

The purpose of this document is to provide information on how we collect, use and manage personal information, in line with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) and the VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015.

Scope

This document is applicable to all Aboriginal Enterprises Australia (AEA) Training Pty Ltd employees and contractors, learners and third parties providing services on AEA Training.

Why we collect personal information.

AEA Training collects personal information in order to perform its core functions. AEA Training's core functions include provision of education, and training services. 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.

AEA Training also collects your NCVET personal and training information to:

- Ensure compliance with relevant state, territory, and federal laws.
- For reporting to government departments, agencies or statutory bodies who collect information under those laws.
- To satisfy requirements of government funding bodies
- For research, statistical, quality improvement and internal management processes.

Types of information we collect.

General

The kind of personal information we collect, or hold, depends on the purpose for which it is being collected. We might collect personal information such as your name, date of birth, current and previous addresses, telephone or mobile phone number, email address, gender, occupation, identification details (e.g. unique student identifier), company details, proof of identity details, license details, education and training history, billing information, payment details, and emergency contact details.

Sensitive information

AEA Training only collects sensitive information where it is reasonably necessary for our activities and either:

- We have obtained your consent; or
- It is permitted by law

Sensitive information we collect might include information about your ethnic/racial origin (for example, indigenous status, language spoken at home, country of birth), health status (for example disability and long-term impairment status, dietary requirements, health, and work injury information)

Website

When you access AEA Group website (www.aeagp.com.au) from a computer, mobile phone or other device, we may collect information about your visit including the user's server address, the user's domain name, IP address, the date and time of visit, the pages accessed and documents downloaded, the previous site visited, and the type of browser used. We may also track some of the actions you take on our website such as when you provide information or content to us. This information is not personal because it does not reveal your identity. We use cookies to make our website easier to use, to make advertising better and to protect both you



and the secure areas of our website. You can remove or block cookies using the settings in your browser, but in some cases that may impact your ability to use the secure areas.

How we collect your information

Collection

We do our best to collect personal information directly from you. We collect personal information in different ways including by email, fax, over the phone, hard copy form (e.g., enrolment and registration form), through our website, through written correspondence. Where information is collected on the enrolment or registration form or over the phone, our staff refers to this policy.

We might collect information from third parties including employers, Australian Apprenticeship Support Network, Traineeship and Apprenticeship Services, other Government agencies, direct marketing database providers, public sources and, if the case arises, from a parent or guardian for those learners under the age of 18. We will not collect any additional information other than for the purpose of ensuring we can deliver our services to you and information will only be collected in a fair and lawful manner.

If we collect information from third parties and the individual is not aware of the collection, we inform the individual that the information has been collected from the third party.

Quality, security, and retention

AEA Training takes all reasonable steps to ensure that the personal information we collect is accurate, up to date and complete. We encourage you to advise us on any change to your personal information.

We hold personal information both in electronic and paper format. Paper files are archived in boxes and stored on-site. We have security access to our premises and control and protection measures regarding our electronic databases, such as usernames and passwords for remote access. This is to ensure that the information is disclosed only to the intended person.

We retain personal information for as long as we are required to do so to conduct business and activities in line with the relevant legislation. AEA Training is required by law to retain records of learners' qualifications and statements of attainment issued for a period of thirty years. These will be archived 12 months after completion of the accredited course or qualification.

If AEA Training ceases operation as an RTO, learners' personal information will be transferred to the Australian Skills Quality Authority (ASQA).

In the event that a new owner takes over the RTO:

- The new owner will be required to meet the VQF registration standards including those meeting privacy and record management.
- AEA Training will issue a public notice
- The new owner will take responsibility for the archiving and access of those records.

As soon as your personal information or components of it are no longer required, and it is lawful to do so, we will take all reasonable steps to destroy or de-identify the information. If we receive personal information indirectly (unsolicited) from a party other than yourself, we will make a determination on whether the information needs to be retained in order to provide our services to you as previously explained, or whether that information can be lawfully destroyed or de-identified.

Data Breach

A data breach occurs when personal information that AEA Training holds is subject to unauthorised access or disclosure or is lost.



In the event of a breach, AEA Training will firstly take all reasonable steps to contain the breach. We will then conduct an assessment, within 30 days of the breach, to determine if the suspected data breach meets the criteria for an 'eligible data breach' that triggers notification obligations.

In the event of an eligible data breach, AEA Training will notify the individual/s affected and the Office of the Australian Information Commissioner.

Use and disclosure of personal information to third parties.

We use and disclose personal information for the purposes for which we collect that personal information, any directly related purposes which are related to one of our functions or activities. We will first obtain your consent where we wish to use the information for an unrelated purpose.

The purposes for which information is collected include statistical and reporting purposes, assessing learners' eligibility for training and needs, administering enrolments, delivering education, training, and assessing students, issuing qualification, assisting learners to obtain training and/or employment, assisting employers to claim lawful incentives, monitoring and auditing our services etc.

We will not disclose your personal information in other circumstances unless one of the following applies:

- You have consented to the disclosure
- You would reasonably expect, or
- Have been told, that your information is passed to those individuals, bodies, or agencies; or
- It is otherwise required or authorised by law

Disclosure

For the purposes of providing our services, we might disclose personal information to the following third parties:

- Financial institutions for payment processing
- Employers (to confirm learner's training status and provide course results where the employer subsidises some or all of the individual's course fees (with individuals permission)
- Government, state, and regulatory bodies such as ASQA and NCVET
- Contracted service providers to enable them to provide some training services
- Under-age learners' parents

We do not transfer, store, process or disclose personal information overseas.

Direct marketing

When you provide your personal details to us, you consent to us using your personal information for direct marketing purposes (for an indefinite period).

We may send you information about products and services offered by us. For direct marketing purposes we contact you by mail, telephone, email, or SMS. Where we use or disclose your personal information for the purpose of direct marketing, we will:

- Allow you to 'opt out', or in other words, allow you to request not to receive direct marketing communications; and
- Comply with a request by you to 'opt out' of receiving further communications within a reasonable timeframe.

We will only ever contact you if you have consented to direct marketing, and you can ask to be removed from our marketing list at any time by directly contacting us.



If you do not wish to be contacted, please write to training@aeagp.com.au

Rights and Choices

You can request access to the personal information we hold about you by contacting training@aeagp.com.au. If we determine, having regard to the appropriate policies and procedures, that it is either not lawful or not required by law to provide you access to the personal information we hold, we will provide you with a written response within a reasonable period of time, setting out our reasons. If we are otherwise obliged or permitted to give you access to that personal information, we will do so within a reasonable time. Generally, there is no fee to access your personal information, however in some cases AEA Training reserve the right to charge a fee for the time spent locating, compiling and explaining the information requested. If there is a fee, we will give you a fee estimate, and await your confirmation of acceptance of the fee before proceeding with the request.

If personal information we hold about you is incorrect, we will, on your request to correct it or where we are satisfied that the information is inaccurate, out of date, incomplete, irrelevant, or misleading, take such steps as are reasonable in the circumstances to ensure that the information is corrected. However, if you request us to correct personal information that we hold about you and we refuse to do so, we will, to the extent reasonable, provide you with a written response as to our reasons.

Making a Complaint about breach of privacy.

If you have a complaint about how we collect, hold use or disclose your personal information or a privacy related issue such as refusal to provide access or correction, please contact us at training@aeagp.com.au. We will provide a response within 30 days of receiving your complaint. If you are unhappy with the response, you can refer your complaint to the Office of the Australian Information Commissioner (OAIC) at enquiries@oaic.gov.au