



RTO No. 31736 | CRICOS Provider No. 03010G

Privacy Policy

Brisbane Campus (Head Office)
Level 2, 359 Queen Street
Brisbane QLD 4000
Australia
+61 7 3221 1626
info@queensford.edu.au

Wentworth Street Campus, Parramatta
Level 5, 9 Wentworth Street
Parramatta NSW 2150
Australia
+61 2 8640 0040
info@queensford.edu.au

Fitzwilliam Street Campus, Parramatta
Level 3, 1 Fitzwilliam Street
Parramatta NSW 2150
Australia
+61 2 8640 0040
info@queensford.edu.au

Adelaide Campus, Parramatta
Level 11, 90 King William Street
Adelaide SA 5000
Australia
+61 8 8410 4605
sa@queensford.edu.au

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Table of Contents

1. Purpose	4
2. Scope	4
3. Responsibility	4
4. Compliance	4
5. Definition	4
6. Policy	6
6.1 <i>Collection and use of personal information</i>	6
6.2 <i>Retention and security of information</i>	7
6.3 <i>Disclosure of Information</i>	8
6.4 <i>How the NCVER and other bodies handle your personal information</i>	9
6.5 <i>Information collected via website</i>	10
6.6 <i>Access and correction of records</i>	11
7. Complaints and Appeals	11
8. Associated documents	11

1. Purpose

The purpose of this policy is to ensure that information collected for and by Queensford College is protected and utilised for its primary purpose of collection.

2. Scope

This policy applies to all students, staff, third parties, education agents and contractors. The policy also covers collection and use of personal information, disclosure of personal information, security and integrity of personal information, marketing and access to personal information

3. Responsibility

The Director of Operations has overall responsibility to implement and monitor the policy with the assistance of relevant staff to ensure the confidentiality and privacy of information is upheld at all times. Staff are also responsible to ensure that the students and stakeholders are made aware of it's of this policy and its application.

4. Compliance

Compliance / legislation	Privacy Act 1988 (Cth), Freedom of Information Act (1982), Australian Privacy Principles (APPs) (2014), and APP
	Standards for RTOs 2015 Standard Eight: The RTO cooperates with the VET Regulator and is legally compliant at all times: Clauses 8.1, 8.2, 8.5, 8.6
	Standards for RTOs 2015 Standard 3- (Formalization of enrolment and written agreements) 3.3.6- set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the <i>Privacy Act 1988</i>
National VET Data Policy 2020	Schedule-1 Privacy Notice

5. Definition

Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)	AVETMISS is the national data standard which ensures the consistency and accuracy of VET activity information. AVETMISS is authorised by the Ministers responsible for Skills and administered by NCVER. AVETMISS specifications include the: <ul style="list-style-type: none"> AVETMISS VET Provider Collection specifications for the National VET Provider and National VET in Schools collections.
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	<ul style="list-style-type: none"> • AVETMISS Apprentice & Trainee Collection specifications for the Apprentice & Trainee Collection • AVETMISS VET Financial Data for the National VET Finance Collection <p>AVETMISS VET Funding for the National VET Funding Collection.</p>
Australian Privacy Principles (APP)	<p>13 Privacy principles for private sector organisations, Australian government, ACT government and Norfolk Island agencies covered by the Privacy Act 1988.</p> <p>https://www.oaic.gov.au/resources/agencies-and-organisations/training-resources/privacy-law-reform/AustralianPrivacyPrinciples_summary_v6.pdf</p>
National Centre for Vocational Education Research (NCVER)	<p>NCVER is a national research, evaluation and information organisation for the VET sector in Australia, jointly established by the state, territory and Commonwealth ministers responsible for skills. NCVER is the data custodian of the national VET statistical collections and national VET survey collections. For more information: www.ncver.edu.au</p>
Nationally Recognised Training	<p>Nationally Recognised Training is any program of training leading to VET qualifications and statements of attainment that are recognised under the Australian Qualifications Framework. These include:</p> <ul style="list-style-type: none"> • industry training package qualifications and units of competency as listed on training.gov.au <p>courses and modules that have been accredited by a VET Regulator or authorised course accrediting body.</p>
Registered Training Organisation (RTO)	<p>A training organisation that is registered to deliver Nationally Recognised Training by one of the following VET Regulators:</p> <ul style="list-style-type: none"> • The Australian Skills Quality Authority (ASQA) • Western Australia Training Accreditation Council (WA TAC) or the Victorian Registration and Qualifications Authority (VRQA).
NVR Act	<p><i>National Vocational Education and Training Regulator Act 2011 (Cth)</i></p>
Personal information	<p>Personal information is information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. The concept of personal information is central to the Information Privacy Act 2009 (Qld) (IP Act).</p>
Privacy Notice	<p>Describes how an entity handles personal information collected from the student that may be used together with training activity information. The Privacy Notice lists the ways information about the student is collected and why, and how it is used and shared.</p> <p>The minimum mandatory content for inclusion in a Privacy Notice can be found at Schedule 1 of this Policy.</p>

VET Data	VET Data refers to: <ul style="list-style-type: none"> • VET Activity Data • VET Outcome Data, and • VET Funding Data
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6. Policy

Queensford College complies with all relevant Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations, including the Australian Privacy Principles set out in the Privacy Act 1988.

Collection and use of personal information

Queensford College takes the responsibility to ensure that students who provide their personal information are reasonably aware the information may be collected, used or disclosed for the purposes set out in the Privacy Notice at Schedule 1 of the National VET Data Policy 2020 which comes into effect from 1 January 2021.

Queensford College will provide students a copy of the Privacy Notice at Schedule 1 of National VET Data Policy 2020 during the enrolment process and through the provision of relevant policies and procedures to students.

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

Queensford College will collect, use, store, and disseminate personal information, as defined by the Privacy and Personal Information Protection Act 1998, in a manner consistent with the Information Protection Principles contained within that Act and those requirements as outlined in the Data Provisions of the VET Quality Framework, NVR Standards for RTOs 2015, including all data required for AVETMISS and other required reporting.

Queensford College will keep the information no longer than is necessary for the purposes for which the information may lawfully be used.

Students' personal information will be used to deliver VET courses to students, and otherwise, as needed, to comply with Queensford College's obligations as an RTO.

Queensford College may collect following sets of personal information during the different stages of students' life cycles which include but may not limited to:

- Personal details (name, date of birth, country, passport number, gender, citizenship, unique student identifier, occupation, contact information, email address, physical address)
- information about your education and employment history
- payment details, such as your credit card details

- police and working with children check where required by your qualification (for example, prior to vocational placement)
- health and sensitive information
- course and unit enrolment details and
- information from your resume or job application if you apply for a job with us.
- Information provided by you in response to surveys run by Queensford College, a government department 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.

Queensford College may also use the information:

- to meet reporting requests from the regulator such as Australian Skills Quality Authority (ASQA) in relation to education agents ,
- to provide information, products and services to its stakeholders and to manage and administer those products and services (including enrolment, assessment and issuing certificates of completion and testamurs),
- to respond to students' queries, needs relating to college website, improve our products and services,
- to provide insights to our network of industry partners and contractors (each a Consultant) for the purposes of assisting you and managing your enquiry or needs,
- to circulate promotional emails about new products and services, special offers or other information which we think you may find interesting,
- to contact you for market research purposes and direct marketing,
- to customise the website according to students' interests,
- to customise documents according to strategic business needs.

Retention and security of information

Queensford College will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. Steps taken include ensuring suitable physical, electronic and administrative processes have been put in place. Authorised staff are also trained in the privacy and security principles for the handling, access, storage, disclosure and management of student information and data. Relevant staff are also required to sign and agree to a Confidentiality and Non-disclosure Agreement with Queensford College.

The Queensford College website may contain links to other websites useful for students and its stakeholders. However, Queensford College does not have any control over third party websites and will not be responsible for the protection and privacy of any information which users share whilst visiting such websites and such websites are not governed by this privacy policy. Users should exercise reasonable

precaution when accessing such websites and look at the privacy policy applicable to the website in question.

Where Queensford College has no further use for personal information for any purpose or is no longer required to maintain that personal information (whichever is later), all reasonable steps will be taken to destroy or de-identify the information.

Disclosure of Information

Queensford College is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about students 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.

Additionally, Queensford College may disclose personal information:

- to assist us with functions such as recruitment of students, work integrated learning placements or providing overseas student health cover;
- for the purposes of informing trainers, assessors, and our industry partners about course progression and completion status;
- to register and administer events, promotions or competitions;
- to verify personal information details upon request from third parties, such as completion of courses, a request from a potential employer verifying a qualification and further enrolment into another institution;
- to comply with our legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. This may include: – disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students,
- to government agencies responsible for administering and regulating training providers in Australia, Australian Skills Quality Authority (ASQA), Tuition Protection Service (TPS), administering immigration and student visa arrangements (including disclosure of suspected breaches of student visa conditions) and government agencies from the different State Jurisdictions regulating/funding various training programs.
- for students under 18, information regarding attendance, progress and general well-being may be provided in order to keep parent(s) and/or guardian(s) adequately informed;
- to credit reporting agencies and courts, tribunals, regulatory authorities where students fail to pay for goods or services provided by us to them;
- to courts, tribunals, regulatory authorities, and law enforcement officers as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;
- to one or more service consultants, for the purpose of providing information and services to you;

- to third parties, including agents, referral partners, contractors and sub-contractors for the purposes of providing information, products and services to the students. This may include parties located, or that store data, outside of Australia.
- by providing Queensford College with personal information, students consent to this disclosure. Where the College discloses students personal information to third parties, we will request or otherwise seek to ensure that the third party follows the Australian Privacy Principles regarding handling your personal information.

If there is a change of control of Queensford College or a sale or transfer of business assets, the College reserves the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser. Queensford College will only disclose information in good faith and where it has sought to maintain confidentiality and security of such information.

Queensford College may also disclose students' personal information to its website host or software application providers in certain limited circumstances. College will not otherwise disclose an individual's personal information to another person or organisation unless in accordance with this Privacy Policy.

Any person or organisation that collects information on behalf of Queensford College or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Should information be disclosed as per the above, the disclosure will also be noted in the individual's records.

How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET 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 NCVET 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.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Information collected via website

Cookies - Queensford College's website may use 'cookies' from time to time.

Cookies are small text files which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie the website remember your preferences and enables us to improve your experience of using the website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs and preferences by collecting and remembering information about you. If you prefer, you may choose to disable cookies on your internet browser.

Web beacons - Web beacons, which are also known as clear GIFs, Web bugs or pixel tags, are often used in combination with cookies. We may use web beacons to track the visiting patterns of individuals accessing our website and generate statistics about how our site is used.

Third party content - Queensford College's website may include applications made available by third parties, such as social media (Facebook, Instagram, LinkedIn, Twitter and other) buttons or links that allow you to share content or links to our websites through the relevant third-party platforms. These third-party applications themselves may facilitate collection of information through your interaction with the applications and sometimes even if you do not interact directly with them. For more details on how and when these third-party service providers collect, use and share information, you may wish to review their terms of service and privacy policies.

Google Analytics - Queensford College may use Google Analytics to help analyse how you use our website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users'

computers. The information generated is used to create reports about the use of our websites. Google will store this information. We will not allow any third party to use Google Analytics to track or to collect any personally identifiable information of visitors to our websites. We will not associate any data gathered from the websites with any personal information from any source as part of our use of Google Analytics.

If you do not want your website visit data reported by Google Analytics, you can install the Google Analytics opt-out browser add-on. For more details on installing and uninstalling the add-on, please visit the Google Analytics opt-out page at <https://tools.google.com/dlpage/gaoptout>

Access and correction of records

You may contact Queensford College at any time to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Policy

Written requests for access to, to obtain a copy of, or to correct personal information held by the College should be sent to:

*Student Services
Queensford College
Level 2, 359 Queen Street
Brisbane QLD 4000 Australia
info@queensford.edu.au*

7. Complaints and Appeals

Students may access Queensford College's Complaints and Appeals process should they consider that Queensford College has breached the Australian Privacy Principles or the Privacy Act 1988. In line with our Complaints and Appeals Policy, the College will ensure the timely, transparent and unbiased investigation of any complaint and respond to the individual in writing outlining all findings.

8. Associated documents

- Website contents and information
- Complaints and Appeals Policy
- Student Handbook