



PRIVACY POLICY

Aligned to the Standards for Registered Training Organisations (RTOs) 2025

Policy Statement

The RTO is committed to protecting the privacy of individuals and safeguarding personal and confidential information in accordance with the **Privacy Act 1988**, associated privacy principles, and other applicable legislation.

The RTO collects, uses, stores, and discloses personal information lawfully, fairly, and transparently to support the delivery of training and assessment services and to meet regulatory and reporting obligations.

Scope

This policy applies to:

- Prospective and enrolled students
- Staff, contractors, and trainers/assessors
- Employers and third parties (where applicable)
- All personal information collected, stored, or handled by the RTO

Collection of Personal Information

How Information Is Collected

The RTO may collect personal information through:

- Online enquiries
- Online Learning Management Systems (LMS), including Cloud Assess
- Enrolment forms and student declarations
- Requests for services or products
- Telephone calls, emails, and written correspondence
- Certified documents
- Third parties such as employers, job network providers, or other training organisations (where authorised)

Types of Information Collected

Personal information collected may include (but is not limited to):

- Name
- Address
- Contact details
- Email address
- Occupation or employment details
- Photo identification
- Date of birth
- Licensing and eligibility information

For LMS access, information collected may include the student's first and last name, email address, and, where required, date of birth. This information is accessed only by authorised RTO staff and is not shared with unauthorised third parties. Upon completion of online learning, students are archived within the LMS, and final outcomes are securely stored in the Student Management System (PowerPro).

Licensing and Regulatory Information

Information collected during enquiry or enrolment may be used to:

- Verify eligibility for training
- Meet licensing or regulatory requirements, including those of the Department of Transport (DoT)

Personal information (including driver's licence details, photographs, and vehicle licence information) may be disclosed where authorised under:

- Road law (as defined in the *Road Traffic (Administration) Act 2008*)
- Commonwealth or State legislation
- Court orders issued within Australia
- Driver licensing authority requirements for assessment or verification

Use and Disclosure

Personal information is:

- Used only for the purposes for which it is collected
- Disclosed only where authorised by law or with written consent

The RTO is required to collect and report certain information to:

- The VET Regulator
- The National Centre for Vocational Education Research (NCVER)
- Other authorities as required by law

Storage, Security, and Access

Information Storage and Security

- Personal information is stored securely within the Student Management System and protected from misuse, loss, unauthorised access, modification, or disclosure
- Electronic records are protected through system access controls and security measures
- Records are managed in accordance with the Records Management Policy

Access and Correction

- Students may request access to their personal records, including enrolment details, progress, and assessment outcomes
- Students may request corrections to inaccurate or incomplete personal information
- Identity verification is required prior to access being granted
- Procedures for access are outlined in the Records Management Policy

Complaints and Privacy Concerns

Individuals may lodge a complaint with the RTO regarding the handling of personal information.

Complaints will be managed in accordance with the Complaints and Appeals Policy and responded to within required timeframes.

If an individual is not satisfied with the outcome, they may contact the Office of the Australian Information Commissioner (OAIC):

- **Phone:** 1300 363 992
- **Email:** enquiries@oaic.gov.au

Availability of This Policy

This Privacy Policy:

- Is available via the enrolment process

- Is published on the RTO’s website
- May be provided on request

Links to Related Systems, Processes or Documents

- Enrolment Form and Privacy Notice
- Enrolment Policy and Procedure
- Records Management Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Handbook

Version	Date	Author	Summary of Changes
2026.2	20-04-2026	Operations Manager	New policy aligned to the Standards for RTO’s 2025

- Document ID: BH-PP-2026-02
- Version: 2026.2
- Status: Approved
- Owner: Operations Manager
- Review Cycle: Annual or when Standards/legislation change
- Issue Date: 20-04-2026