

ISACNT Privacy Policy – External Only

Industry Skills Advisory Council NT ("ISACNT") operates several websites, including www.isacnt.org.au. It is ISACNT's policy to respect your privacy regarding any information we may collect while operating our websites.

Notification of Collection

When ISACNT collects personal information, we will take reasonable steps to notify you (or otherwise ensure you are aware of) the following: our identity and contact details; the purposes of collection; the consequences of not providing information; the types of usual disclosures; any laws that require or authorise the collection and/or disclosure; and how you may access and correct your information. Where collection is from a third party, we will provide this notice as soon as practicable unless doing so would pose a serious threat to the life or health of any individual.

Unsolicited Personal Information

If we receive personal information we did not request, we will promptly determine whether we could have collected it under the *Privacy Act 1988* (Cth). If not, we will destroy or de-identify it where lawful and practicable.

What Information ISACNT Collects and Holds

- For the purposes of this Privacy Policy, “personal information” refers to information or an opinion about an identified individual or an individual who is reasonably identifiable.
- The kinds of personal information ISACNT may collect are varied and may include any/all of the following:
 - Information about you, such as your:
 - Name;
 - Image;
 - Address;
 - Gender;
 - Date of birth; and
 - Contact details.

- Information about your circumstances, such as your:
 - Employment status and history;
 - Cultural and linguistic background;
 - Citizenship and visa status;
 - Health and welfare;
 - Disabilities; and
 - Family circumstances.

- Information about other related persons or authorised representatives.

- Information about how you use our services, such as:
 - Your browser type;
 - Language preferences;
 - Referring site;
 - Pages of our website/s you visit;
 - Online forms you fill in;
 - Your interactions; and
 - Searches you make through our website/s.

How ISACNT Collects and Holds Personal Information

- The main ways ISACNT collect personal information are as follows:
 - When you contact or visit ISACNT, including making an enquiry, making a complaint or providing feedback or attending an event;
 - If you access ISACNT's website/s, including by the use of cookies, tags and pixels, which may track what you view on our website/s or apps and also other websites/apps that you visit. Cookies, tags and pixels may also come from third-party services (such as, for example, Google and Facebook) for the purpose of collecting data to enable website performance measurement and personalised advertising;
 - If you interact with ISACNT via social media platforms;
 - If you subscribe to any of ISACNT's publications (including any mailing lists) or subscriptions;
 - If you participate in any competition or promotion that ISACNT conducts;
 - If you undertake any of ISACNT's induction, safety or compliance processes;
 - If you submit an application to ISACNT of any nature;
 - From publicly available sources, including from Australian Government agencies, internet search platforms and social media platforms such as Facebook; and

- From any person authorised to act on your behalf or authorised to provide your personal information to ISACNT.
- When you visit ISACNT's websites or interact with our online services, we may automatically collect certain technical information, including your device's Internet Protocol (IP) address, browser type, operating system, referring URLs, pages viewed, and the dates and times of your visits. This information helps us maintain the security of our systems, diagnose technical issues, monitor website usage, and improve our services. We may also use this information to generate aggregated, de-identified statistics about website usage.

Why ISACNT Collect, Hold, Use and Disclose Personal Information

- ISACNT collects, holds, uses and discloses personal information about you where it is reasonably necessary for, or directly related to, one or more of our functions or activities.
- For example, ISACNT may collect, hold, use and disclose your personal information, to:
 - Administer, improve and personalise ISACNT services, and your experience;
 - Consider feedback and remedy complaints that you may make to ISACNT, and so we can communicate with you;
 - Promote and advertise ISACNT services (e.g. by including your feedback in our advertising);
 - Personalise advertising and content displayed to you (including the layout and content of our website, and advertisements displayed to you on or via third-party websites, apps or platforms such as Facebook);
 - Monitor ISACNT services for quality control purposes;
 - Assist in determining your service preferences;
 - Undertake database compilation and management, data processing, data analysis and matching, market research or trend analysis to better understand your preferences, personalise websites/apps and (where you have consented to receiving offers or direct marketing) to offer products or provide services of greater interest to you or engage in direct marketing;
 - To derive insights about you in order to better understand your preferences and interests, personalise your experience, enhance the services you receive, and to tell you about services that may be of interest to you;
 - To monitor and measure the use of ISACNT's website, including web-based referral channels, data entered and digital behaviour such as links clicked;
 - In the case of inferred characteristics produced through data analysis, for improving service offerings, and

- To maintain and update ISACNT records, and for purposes related to any of the above or which are disclosed to you at the time the relevant personal information is collected.

How we disclose personal information

- ISACNT may disclose personal information only to our employees, contractors and affiliated organisations that need to know that information to process it on ISACNT's behalf or to provide services available at ISACNT's websites, and that have agreed not to disclose it to others.
- Whilst all efforts are made to ensure data is stored in Australia, there may be some instances where some employees, contractors and affiliated organisations may be located outside of Australia; by using ISACNT's websites, you consent to the transfer of such information to them. If we disclose personal information overseas, we will take reasonable steps to ensure the recipient provides protections that are substantially similar to those required under Australian law, including contractual safeguards and technical/organisational measures. We will also comply with any prescribed list of jurisdictions or binding schemes determined to be adequate for cross-border disclosures, including the Northern Territory Information Privacy Principles (IPPs).
- ISACNT will not rent or sell personal information to anyone.
- Apart from the categories above, ISACNT may disclose personal information only in response when required by law, including pursuant to a court order or other governmental request, or when ISACNT believes in good faith that disclosure is reasonably necessary to protect the property or rights of ISACNT, third parties or the public at large.
- If you are a registered user of an ISACNT website and have supplied your email address, ISACNT may occasionally send you an email to tell you about new features, solicit your feedback, or just keep you up to date with what's going on with ISACNT and our products. We primarily use our various product blogs to communicate this type of information, so we expect to keep this type of email to a minimum. If you send us a request (for example, via a support email or via one of our feedback mechanisms), we reserve the right to publish it in order to help us clarify or respond to your request or to help us support other users. ISACNT takes all measures reasonably necessary to protect against the unauthorised access, use, alteration or destruction of personal information.
- Direct Marketing and Opt-Out - We do not use sensitive information for direct marketing without your express consent. All direct marketing includes a simple opt-out mechanism; we action opt-outs within 5 business days. We comply with the *Spam Act 2003* (Cth) and relevant industry codes.

How to access and correct your information.

Data Quality – ISACNT take reasonable steps to ensure that personal information we collect is accurate, complete and up to date, and that personal information we use or disclose is also relevant having regard to the purpose of the use or disclosure.

- You have the right to request access to personal information that ISACNT hold about you, and to request that we correct personal information we hold about you, if you believe it is inaccurate or out of date.
- If you ask, ISACNT must give you access to your personal information and take reasonable steps to correct it if it is incorrect, unless there is a law that allows or requires us not to.
- ISACNT will notify you in writing and explain our reasons if we refuse to give you access to, or correct, your personal information.
- You can request access to or correction of your personal information by contacting us at admin@isacnt.org.au. We will respond within 30 days. If we refuse access or correction, we will tell you why in writing and how to complain. If we disagree that information is incorrect, you may ask us to associate a statement with it.

How to Request Deletion of Your Personal Information

- You may request that ISACNT delete or de-identify your personal information where it is no longer required for the purpose for which it was collected, or where you withdraw your consent to its use.
- Requests can be made by contacting us at admin@isacnt.org.au. We will take reasonable steps to action your request unless retention of the information is required by law, is necessary for our functions, or is otherwise authorised under the Privacy Act.
- When a deletion request is received, we will:
 - Verify your identity before processing the request;
 - Assess whether the information can lawfully be deleted or must be retained; and
 - Securely delete or de-identify the information within a reasonable period (normally within 30 days) and confirm completion of the process in writing.

How to make a complaint about a breach of the Australian Privacy Principles

- If you wish to complain about how ISACNT handled your personal information, please contact us at admin@isacnt.org.au

- ISACNT will use the information from your feedback to investigate and resolve individual issues. We will also use the information to provide feedback to staff or our business areas. Your information will be stored and used to assist us to improve the delivery of our services.
- If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au or call 1300 363 992.

Anonymity and Pseudonymity

Where it is lawful and practicable, you may choose to interact with ISACNT anonymously or by using a pseudonym. Certain functions (for example, when we must verify identity to provide services or meet legal obligations) may require you to identify yourself.

Government-Related Identifiers

We do not adopt, use or disclose government-related identifiers (such as Medicare numbers, TFNs or driver's licence numbers) except where it is permitted or required by law or where it is reasonably necessary to verify identity.

Data Security and Retention

We implement organisational, physical and technical measures to protect personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure. We retain personal information only for as long as reasonably necessary for the purposes set out in this policy or as required by law. When no longer required, we will destroy or de-identify the information in a secure manner, in accordance with our retention schedule.

Data Breach Notification

We assess suspected data breaches promptly. Where a notifiable data breach has occurred, we will notify the Office of the Australian Information Commissioner and affected individuals in accordance with the Privacy Act, including providing a description of the breach, the information involved, and steps individuals can take.

Automated Decision-Making Transparency

We do not make wholly or substantially automated decisions that could reasonably be expected to significantly affect individuals' rights or interests.

If, in the future, we begin to make wholly or substantially automated decisions that could reasonably be expected to significantly affect individuals' rights or interests, we will review and amend this policy to describe: (a) the kinds of decisions made; (b) the kinds of personal information used; and (c) how to request human review, further explanation, or to make a complaint.

Children's Privacy

For online services likely to be accessed by children, we commit to age-appropriate privacy by design, including high-privacy default settings, data minimisation, plain-language notices suitable for different age groups, and restrictions on profiling or targeted advertising to children. We will comply with the Children's Online Privacy Code (the Code) and update this policy to reflect the Code's requirements as required. We will publish our age-assurance approach as appropriate.

Applicability of NT IPPs for NT Government Contracts

When ISACNT handles personal information on behalf of the Northern Territory Government or Northern Territory public sector organisations under contract, we will apply the NT Information Privacy Principles to that handling, including collection, use, disclosure, security, access and correction.

Privacy Policy Changes

Although most changes are likely to be minor, ISACNT reserves the right to update or modify this Privacy Policy from time to time at its sole discretion. ISACNT encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.

Last updated January 2026 | Version 1.2