

Information Privacy and Protection Procedure

1. Purpose

To ensure that all students and/or contacts are protected from risk in the form of data breaches.

2. Scope

This procedure primarily applies to all staff engaged in the organisation.

3. Definitions

AVETMISS - Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is the national data standard which ensures the consistency and accuracy of VET activity information.

NCVER – National Centre for Vocational Education Research (NCVER) is a national research, evaluation and information organisation for the VET sector in Australia. NCVER is the data custodian of the national VET statistical collections and national VET survey collections.

DEWR – Australian Government Department of Employment and Workforce Relations

4. Roles

Privacy Officer – Key contact for privacy issues or breaches

5. Requirements

5.1. *Standards for NVR RTOs: Outcome Standards*

Standard 4.3: Any risks to VET students, staff and the organisation itself are identified and managed.

An NVR registered training organisation demonstrates:

- (a) it identifies, manages and reviews risks to VET students, staff and the organisation;

5.2. *Standards for NVR RTOs: Compliance Requirements*

CR20 Compliance with laws: An NVR registered training organisation must comply with all applicable Commonwealth, State and Territory laws, including, for example, by ensuring:

- (a) personal information is collected, used and disclosed by the organisation in accordance with all applicable privacy laws; and
- (b) the organisation complies with all applicable requirements under the Student Identifiers Act 2014.

5.3. *Privacy Amendment (Enhancing Privacy Protection) Act 2012/Privacy Act 1988*

5.4. *National VET Data Policy: December 2020*

6. Communication & Review

This policy will be communicated to all relevant stakeholders, including staff, contractors, and third-party providers, via:

- Inclusion in the RTO's policy and procedure manual,
- Staff induction and training sessions,
- Regular team meetings and compliance updates,
- Availability on the organisation's internal network or website.

All staff will be required to confirm their understanding of the policy as part of initial and ongoing compliance training.

The policy will be reviewed:

- At least annually as part of the RTO's internal audit and review cycle,
- When changes to legislation, Standards for RTOs, or operational procedures occur,
- In response to identified non-compliance, feedback, or incidents that impact the policy's effectiveness.

Review outcomes will be documented, and any updates will be communicated promptly to all relevant parties.

7. Risk Management

Failure to comply with this policy and the associated standards may result in:

- Students and/or contacts facing an increased risk of unauthorised access, disclosure, or loss of personal information.
- Significant privacy breaches and obligations under relevant regulatory and reporting requirements.

8. Policy Statement

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014.

The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. In addition, the notifiable Data Breaches scheme was established in 2018 (Privacy Amendment (notifiable data Breaches) Act 2017).

As a Registered Training Organisation (RTO) we are required to collect and record information about you, including your personal information. Your personal information is protected by the Privacy Act and 13 Australian Privacy Principles (APPs). This document contains a brief explanation of how each of these principles relate to the personal information collected by Time Education & Training.

Ensuring that you understand your rights and obligations regarding your personal information is important to us. We invite your questions and concerns regarding your personal information. Please contact our **Privacy Officer**, Hamish Kerr, who can be contacted via privacy@time.net.au or via phone on 08 8351 9888.

8.1. Australian Privacy Principle 1: Open and transparent management of personal information

When completing an enrolment form, information is provided to you about why we are collecting personal information and how your information will be used

Our student handbook (which can be found at <https://time.net.au/student-resources/>) provides a written statement regarding the protection of your personal information. Copies can be requested by calling us on 08 8351 9888 or via hello@time.net.au.

8.2. Australian Privacy Principle 2: Anonymity and pseudonymity

From January 1st, 2014, it is mandatory that all RTO's collect and provide demographic and study information from all enrolling students. This information is provided to the National Centre for Vocational Education Research (NCVER) however, this information is provided separately to your personal information and therefore provides anonymity via how NCVER uses the collected data.

This information may be provided directly or via the applicable state training authority.

From January 1st, 2015, onwards it is mandatory that every person undertaking nationally accredited training has a Unique Student Identifier (USI). This requirement prevents any RTO from accepting an enrolment in any name other than the legal name specified on the provided identification or associated with the provided USI number. For more formation regarding the USI scheme, you can visit: <http://www.usi.gov.au/>.

For the above reasons it is not possible for an RTO to permit a student to remain anonymous or use a pseudonym.

8.3. Australian Privacy Principle 3: Collection of solicited personal information

The collection of your personal information is necessary for RTO operations and required under the following legislation/policies:

- Student Identifiers Act 2014
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- Standards for NVR Registered Training Organisations (RTO) 2025
- Student Identifiers Regulation 2014
- Student Identifiers (VET Exemptions) Instrument 2021
- National VET Data Policy: December 2020
- State training authority guidelines and legislation

Sensitive information, such as your personal or financial situation is not generally essential so the recording of this type of information only occurs with your consent and if it is deemed necessary. For example, recording this information may be necessary to justify a request to delay or suspend your involvement in government funded or subsidised training or explain absences from scheduled classes.

The information we collect will be mostly collected only from you. Some information may be provided to us from a government agency. For example, if you sign a contract of training and we are the appointed RTO we will receive a notification of the appointment. The collection of that personal information is subject to your informed consent when collected by that agency.

8.4. Australian Privacy Principle 4: Dealing with unsolicited personal information

With the possible exception of information provided to us by a government agency specifically related to your enrolment/student records, Time Education & Training does accept or record unsolicited personal information.

8.5. Australian Privacy Principle 5: Notification of the collection of personal information

When completing an enrolment application form, you are provided with information regarding the collection of your personal information and how it is used. The Student Handbook also provides this information. This publication provides more detailed information as well.

8.6. Australian Privacy Principle 6 Use or disclosure of personal information

The personal information collected from you will only be used for the purpose it was collected. This means:

If a copy of an identification document was collected solely for the purposes of establishing or verifying your Unique Student Identifier (USI) we will confidentially destroy and dispose of the received copy once the USI has been established.

If evidence of entitlement for a concession discount was obtained, this information will only be provided to the funding body applicable however, details of your concessional entitlement will remain on file for the period we are required to hold it.

We will not sell, provide or release your personal information to any other person, business or government agency unless we have your permission to do so, it is essential for your protection or that of others (for example: medical emergency whilst attending class) or it is required under law.

8.7. Australian Privacy Principle 7: Direct marketing

When enrolling you are provided with the option to “Opt-Out” of receiving marketing correspondence. Regardless of your decision at the time of enrolment you may advise us at any time that you do not wish to receive marketing materials. We will do all things reasonable to ensure that once you have indicated that you do not want to receive marketing materials that our records are updated immediately to reflect this.

8.8. Australian Privacy Principle 8: Cross-border disclosure of personal information

We will not provide your personal information to any person, entity or agency outside of Australia.

8.9. Australian Privacy Principle 9: Adoption, use or disclosure of government related identifiers

All students will be issued with a unique student number. This number will not be your USI or any other government related identifier.

8.10. Australian Privacy Principle 10: Quality of personal information

We will do all things reasonable to ensure your records remain accurate and up to date. We request that when your personal information changes that you contact us to update your records.

8.11. Australian Privacy Principle 11: Security of personal information

The personal information we collect is recorded electronically on a database that is protected from correction or access through employment of reasonable security measures.

Any hard copy records held by us remain secure by means of monitored alarm and physical access restrictions. Once we are no longer legally required to hold your personal information your records will be securely destroyed.

8.12. Australian Privacy Principle 12: Access to personal information

You may request access to records held by us. Wherever possible, this access will be provided within 30 days of the request.

Prior to providing this access we will take reasonable precautions to ensure the access is provided only to you.

If you give permission for a third party to access your records, we must first receive written authority from you to do so. This authority must clearly identify yourself by providing your full name, address and date of birth. It must also clearly identify the third party you are authorising access to and the reason why you are authorising the access.

If a third-party contacts us to request access to your records, we will deny the access if there is no authorisation in place.

Further to the above, if the requesting third party is a government agency we will first verify the agency’s authority to access your information. This may be verified by contacting you directly to ask your permission or verifying that the requesting agency has authority under law.

8.13. Australian Privacy Principle 13: Correction of personal information

If we believe your personal information is inaccurate or out of date, we will contact you or your authorised representative to verify this and correct our records where necessary.

9. Supporting Documents

Student Handbook

Enrolment Application Form

Enrolment Agreement Form

Appendix A: Time Education and Training VET Data Collection Notice

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Why we collect your personal information

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.

If you choose not to provide us with the required information, we will be unable to proceed with your enrolment.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you 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, for example Skills SA for South Australian enrolments.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act.

Your personal information may be used and disclosed by NCVER 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 NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), 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.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR 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 DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

South Australian enrolments are also subject to the Information Privacy Principles of the Government of South Australia which can be found at <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars/DPC-Circular-Information-Privacy-Principles-IPPS-Instruction.pdf>.

Surveys

You may receive a student survey which may be run by 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.

Contact information

At any time, you may contact Time Education and Training 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 Notice

A full version of our Privacy Policy can be found at <https://time.net.au/student-resources/>.

Our **Privacy Officer**, Hamish Kerr, can be contacted via privacy@time.net.au or via phone on 08 8351 9888.