

Purpose

This policy ensures that VORTEX EDUCATION meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

Policy

1. Principles

- 1.1 In collecting personal information VORTEX EDUCATION will comply with the requirements set out in the *Privacy Act 1988* and the *Privacy Amendment (Private Sector) Act 2001*.
- 1.2 VORTEX EDUCATION is committed to ensuring the confidentiality, integrity and security of all information.

2. Collection of information

- 2.1 In the course of its business, VORTEX EDUCATION will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
- 2.2 VORTEX EDUCATION will record various communications between the organisation and students, prospective students, other clients and associated organisations.
- 2.3 VORTEX EDUCATION will only collect personal information by fair and lawful means that is necessary for the functions of VORTEX EDUCATION.

3. Use of information

- 3.1 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

4. Disclosure of personal information

- 4.1 Personal information about students studying with VORTEX EDUCATION may be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).
- 4.2 VORTEX EDUCATION will not disclose an individual's personal information to another person or organisation unless:
 - a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation
 - b) the individual concerned has given written consent
 - c) VORTEX EDUCATION believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
 - d) the disclosure is required or authorised by or under law
 - e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

- 4.3 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
- 4.4 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, VORTEX EDUCATION shall include in the record containing that information, a note of the disclosure.

5. Security of personal information

- 5.1 VORTEX EDUCATION will take all reasonable steps to ensure that any personal information collected is:
 - a) relevant to the purpose for which it was collected
 - b) up to date
 - c) complete
 - d) accurately recorded.
- 5.2 VORTEX EDUCATION will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

6. Right to access records

- 6.1 Individuals have the right to access or obtain a copy of the personal information that VORTEX EDUCATION holds about them. Requests to access or obtain a copy of personal information must be made in writing.
- 6.2 There is no charge for a student to access personal information that VORTEX EDUCATION holds about them; however there may be a charge of 20 cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

7. Amendment to records

- 7.1 If an individual considers the personal information that VORTEX EDUCATION holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- 7.2 Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

8. Publication

- 8.1 This *Privacy Policy* will be made available to students and prospective.
- 8.2 In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this policy, VORTEX EDUCATION will ensure all students are informed of this policy and procedure and how to access them prior to enrolment

9. Privacy Notice

National Centre for Vocational Education Research (NCVER) Privacy Notice.

The Privacy Notice at Schedule 1 of the National VET Data Policy sets out privacy information a student needs to know before they enroll with a registered training organisation (RTO). The RTO is responsible for providing this Privacy Notice to students, usually as part of the enrolment process.

The Privacy Notice explains how personal information provided by the student may be collected, held, used or disclosed, together with training activity information. It also assists to establish a student's expectations of how their personal information and training data may be handled.

The Privacy Notice also makes it clear that the Notice is in addition to any other specific requirements RTOs are obligated to provide to their students, for example, under state or territory privacy laws.

The following is minimum mandatory content for inclusion in a Privacy Notice.

Under the Data Provision Requirements 2012, Vortex Education is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Vortex Education for statistical, administrative, regulatory and research purposes. Vortex Education may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.
- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
 - populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys and data linkage;
 - pre-populating RTO student enrolment forms;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.