

## POLICY RELEVANCE

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### Purpose and scope

This Privacy Policy exists to inform stakeholders of ACE Community Colleges (ACE/we/us/our) about our practices with respect to the handling of personal information. It identifies the personal information we may collect, our reasons for doing so, how this information is stored and used by the organisation, and our obligations in relation to disclosure. It also highlights the privacy rights of our stakeholders. This policy applies to all stakeholders of ACE Community Colleges including students, employees, contractors, collaborators, associates and visitors.

### Our obligations as an RTO

Commonwealth legislation obliges all Registered Training Organisations to collect a range of personal information (for statistical, administrative, regulatory or research purposes) from individuals enrolling in nationally recognised training programmes and to disclose that information in accordance with *Data Provision Requirements* specified in the *National VET Provider Collection Data Requirements Policy* within the *National VET Data Policy*. Some of the personal information we seek from prospective students is solely to meet these obligations.

## SUPPORTING DOCUMENTS

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### Privacy notice

A privacy notice referencing this policy is provided to all individuals seeking enrolment in a programme of study at ACE Community Colleges. The notice includes a summary of our personal information collection practices and disclosure obligations in addition to outlining how personal information may be used by government bodies with lawful access to that information. This is done to ensure applicants are optimally informed prior to consenting to the collection and disclosure of their personal information.

## PERSONAL INFORMATION

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### Personal information we seek to collect

Upon application to enrol in a programme of study:

- Full name, gender, date of birth, contact details, residential and postal address.
- Survey information encompassing country of origin, Aboriginality, preferred language, schooling, educational achievement, disability status, occupation, employment status and reasons for seeking enrolment.
- Learning and employment goals and potential barriers to achieving those goals, including specific information relating to health, disability and personal circumstances. Where appropriate, we may also seek independent confirmation of fitness to participate (such as a medical clearance or proof of immunisation).
- Information obtained through background checks (such as police checks and working with children checks) in order to meet requirements for vocational placement (where applicable).
- Unique student identifier (USI) and information to facilitate payments (such as credit card details).

Upon application for recognition of prior learning (RPL):

- Evidence of educational attainment, past and current employment and relevant skills and knowledge.

When seeking employment with us in any capacity:

- Full name, gender, date of birth, contact details, residential and postal address.

- Information related to educational achievement and employment history (including the contact details of nominated referees).
- Information obtained through background checks (such as police checks and working with children checks).
- Financial account details to facilitate remuneration and superannuation contributions.
- Name and contact details of next of kin.

### Personal information you may choose to provide

In response to surveys, when providing feedback or otherwise communicating with us:

- Personal information that is relevant in the circumstances or that you believe we should be aware of.

When accepting an invitation to participate in marketing or promotional activities:

- Name, basic profile information, image (photographic or video).

### Information collected when visiting our website:

[acecolleges.edu.au](http://acecolleges.edu.au)

When accessing the site and through the use of cookies and similar technologies:

- Information about the pages you visit, when those visits take place and your content preferences (in order to continually improve the service to enhance the user experience).
- Internet protocol (IP) address, unique device identifier, browser type/version and diagnostic information (for session management and security purposes).

Users may configure their web browser to block cookies from our website if they so wish, although doing so may affect the functionality of the site potentially rendering some portions unusable.

Our website may contain links to webpages or applications developed by third party organisations. Using these links may trigger the collection of information by those third parties. As such, users may prefer to obtain further information on the privacy practices of those organisations before proceeding.

## COLLECTION AND RETENTION

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### How we collect personal information

Most personal information is collected by direct means:

- Through the use of standard and online forms or by explicitly requesting it (via telephone, email or letter).

Some personal information may be collected via third parties:

- From employers, government agencies and/or service providers (such as job agencies or other training providers) in connection with an enrolment or enrolment application.

Some transactional information is collected automatically:

- Through the use of cookies while visiting our website or interacting with a particular feature of the site or by interacting with us through social media.

### How we store personal information

Most personal information is held in secure cloud-based systems provided by our principal service providers:

- Student information is held in our student management system supplied by ReadyTech
- Employee information is held in systems provided and managed by Employment Hero

Some of this information may be stored or processed overseas depending on where our providers have their operations and/or computer systems located at any given time.

Personal information included in correspondence may be held for as long as it takes to process a request or to transfer the information to one of the systems specified above. Any personal information uploaded to a learning management system will be retained within that system for a minimum of six months.

### How long we retain personal information

Retention of personal information is informed by legal, regulatory and contractual obligations in addition to the needs of the organisation and its stakeholders. As such, information is retained for as long as it remains relevant or until disposal is permitted under all applicable laws, regulations and contract terms and conditions. Relevance may be sustained where we are permitted or required to maintain records of participation and achievement.

## USE AND DISCLOSURE

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### Primary uses of personal information

Personal information is routinely used for all of the following purposes:

- To communicate with you and to process your applications and requests.
- To verify your identity and to facilitate assessment of enrolment or employment applications.
- To determine suitability for enrolment or employment.
- To conduct needs analyses and evaluate our capacity to meet disclosed needs.
- To confirm eligibility for funding or other assistance and to process financial transactions.
- To deliver vocational training, assessment and support services and to facilitate work placements.
- To facilitate access to computer networks, learning platforms and other software applications.
- To facilitate collaboration on tasks and projects.
- To maintain records of participation and achievement.
- To relate essential news and information and to distribute important documents and resources.
- To investigate suggestions, complaints and incidents, and to improve or develop services.
- To meet statutory obligations in relation to information collection and disclosure.
- To assist relevant authorities as permitted or required by law.

There is no provision to opt out of providing personal information where that information is required for an essential purpose, including any purpose associated with our obligation to deliver the services we advertise, to meet the expectations of stakeholders or to comply with relevant laws and standards. As such, it may not be possible to accept an enrolment or employment application where relevant personal information is withheld.

### Secondary uses of personal information

Personal information may be used as follows in certain circumstances:

- For promotional purposes (where explicit permission has been granted)

Information obtained by interacting with our website may be used as follows:

- For session management and security purposes
- To facilitate engagement with interactive features of the site
- To gain insights for the purpose of improving the service
- To facilitate site maintenance and to detect or prevent technical issues

### Disclosure of personal information

Personal information may be disclosed as follows:

- To the party (such as an employer or job agency) which has paid for the services we are providing.
- To the body (such as Training Services NSW) which has subsidised the training being accessed.
- To the parent(s) or legal guardian of a participant under the age of 18 years.
- To the following where the participant is an apprentice or trainee:
  - the participant's employer
  - Australian Apprenticeship Centre
- To the following where the participant is a schools-based trainee or VET in Schools student:
  - the participant's school
  - Australian Apprenticeship Centre
  - NSW Board of Studies or Queensland Curriculum and Assessment Authority

- To other parties involved in the delivery of the relevant training programme (if any):
  - the organisation hosting the participant's work placement
  - providers we engage to deliver supplementary training, assessment or educational support services
  - the registered training organisation for whom we are delivering the services
- To the following where the participant's training programme is eligible for articulation:
  - the relevant higher education provider
  - Universities Admission Centre (NSW) or Queensland Tertiary Admissions Centre
- To any party (such as a prospective employer or training organisation) that you personally nominate provided such a request can be verified as authentic.
- As permitted or required by law including but not limited to:
  - Centrelink
  - National Centre for Vocational Education and Research
  - Authorities responsible for law enforcement
  - Other government agencies and regulatory authorities

## QUALITY AND ACCESSIBILITY

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### Quality of personal information held

We take care to ensure the accuracy and sufficiency of the information we collect. Should any errors be noted, however, or should the information we hold no longer be current, we will take action to ensure the record is swiftly corrected. Any such matter can be brought to our attention by contacting us at the email address below.

### Access to your personal information

Requests by individuals to access the information we hold about them will be granted in the absence of any compelling reason to decline. All such requests must be in writing accompanied by a reasonable justification. Following receipt of such a request we will take steps to verify your identity before any personal information is released. A nominal fee may be levied to cover photocopying (if applicable) and other administrative costs.

### Contacting us in relation to a privacy matter

Use the email address below to inform us of any errors requiring correction, to request access to your personal information or in relation to any other privacy matter:

- [enquires@acecolleges.edu.au](mailto:enquires@acecolleges.edu.au)

## POLICY MANAGEMENT

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This policy may be revised from time to time. Our privacy practices are governed by the current version of this policy at any given time.

### This version (current policy)

Document:	Privacy policy	QMS ID:	G00224
Version No:	3.0	Approval authority:	ACE Quality Committee
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