

### Flexi RTO Privacy Notice Parents/Guardians

Flexi RTO is committed to protecting the privacy of your personal information and the personal information of your child. This Privacy Notice explains how we collect, use, store, and disclose your personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

#### 1. What Personal Information We Collect:

We collect the following types of personal information from you and your child:

- **About You (Parent/Guardian):**
  - Name
  - Contact details (phone number, email address)
  - Relationship to the student
- **About Your Child (Student):**
  - Name
  - Date of birth
  - Address
  - Emergency contact information
  - Previous education history
  - Any relevant medical information (with your consent)
  - USI number
  - Other State Schooling identifier
  - Other mandatory national VET reporting information and regulatory requirements (Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS))

#### 2. Why We Collect Your Personal Information:

We collect your personal information and your child's personal information for the following purposes:

- To enrol your child in our training programs.
- To administer and manage your child's enrolment.
- To communicate with you about your child's progress, attendance, and any other relevant matters.

- To provide support services to your child (e.g., learning support, counselling).
- To comply with our reporting obligations to government agencies, such as the Australian Skills Quality Authority (ASQA) and the Department of Employment and Workplace Relations (DEWR) and National Centre for Vocational Education Research (NCVER)
- For emergency contact purposes.

### 3. How We Use Your Personal Information:

We use your personal information and your child's personal information in the following ways:

- To create and maintain student records.
- To assess your child's learning needs and provide appropriate support.
- To deliver training and assessment services.
- To generate reports for government agencies.
- To send you information about upcoming courses, events, and other relevant news (with your consent, where required by law).
- To contact you in case of an emergency involving your child.

### 4. Who We Disclose Your Personal Information To:

We may disclose your personal information and your child's personal information to the following:

- The Australian Skills Quality Authority (ASQA) as required for regulatory purposes.
- The Department of Employment and Workplace Relations (DEWR) for reporting and funding purposes.
- National Centre for Vocational Education Research (NCVER) for AVETMISS reporting
- Our staff and contractors who need the information to perform their duties.
- Other educational institutions
- Disability support services - if applicable and with your consent
- Other third-party service providers, e.g., IT support, cloud storage providers
- Emergency services in the event of an emergency.

### 5. How We Store and Protect Your Personal Information:

We take reasonable steps to protect your personal information and your child's personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. These steps include:

- Storing information securely on password-protected servers.
- Using encryption to protect sensitive data during transmission.
- Implementing access controls to restrict access to personal information to authorized personnel only.
- Regularly backing up our data.

### 6. Accessing and Correcting Your Personal Information:

- You have the right to access the personal information we hold about you and your child and to request corrections if it is inaccurate, incomplete, or out-of-date. To request access or correction, please contact us at the details below.

### 7. Complaints:

- If you have any concerns about how we have handled your personal information or your child's personal information, please contact us at the details below. We will investigate your complaint and endeavour to resolve it as quickly as possible.
- If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at [OAIC](#)

### 8. Our Privacy Policy

- For more detailed information about our privacy practices, please refer to our full Privacy Policy available on our website at: [Privacy – Flexi RTO](#)

### 9. Contact Us:

If you have any questions about this Privacy Notice or our privacy practices, please contact our Privacy Officer at:

Sandra Stannett

RTO Manager

Flexi RTO

18/56 Lavarack Avenue

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