

Flexi RTO Privacy Notice Students

Flexi RTO is committed to protecting the privacy of your personal information. 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 type of personal information from you.

1. Personal Information:

- **Full Name:** (Given name(s) and family name)
- **Date of Birth:**
- **Gender:**
- **Address:** (Current residential address)
- **Contact Details:** (Phone number and email address)
- **Unique Student Identifier (USI):** Every student undertaking nationally recognised training in Australia needs a USI. The RTO must verify the USI.

2. Background Information:

- **Highest Educational Level Achieved:** (e.g., Year 10)
- **Prior Educational Achievement:** (Details of any previous qualifications)
- **Language Spoken at Home:**
- **Indigenous Status:** (Whether the student identifies as Aboriginal and/or Torres Strait Islander)
- **Disability Status:** (Whether the student considers themselves to have a disability, impairment, or long-term condition)

3. Additional Information

- **Citizenship Status:**
- **Employment Status:**
- **Employer Details:** (If the training is related to employment)
- **Parent/Guardian Details:** For student under 18 years of age

Any 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

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.

In addition 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)

3. 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.

4. Who We Disclose Your Personal Information To:

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.

We may also disclose your personal information to the following:

- The Australian Skills Quality Authority (ASQA) as required for regulatory purposes.
- Our staff and contractors who need the information to perform their duties.
- Other educational institutions - if applicable and with your consent
- 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 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 [VET Data Privacy Notice - Department of Employment and Workplace Relations, Australian Government](#)

6. How we Store and Protect Your Personal Information:

We take reasonable steps to protect your 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.

7. Accessing and Correcting Your Personal Information

At any time, you may contact Flexi RTO 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

8. Complaints

If you have any concerns about how we have handled your 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](#)

9. 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](#)

10. 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

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