

PURPOSE

ABV Training & Consulting Pty Ltd (ABV) – RTO 52592 (hereinafter RTO, ‘we’, ‘us’) supports engagement in training across a variety of sectors.

The RTO respects the privacy of our customers and is committed to safeguarding the personal information that you provide to us.

This Policy outlines how we collect, use, and disclose your personal information in line with Australian Privacy Principles and in accordance with the Privacy Act 1988 (Privacy Act).

We may, from time to time, review and update this Privacy Policy to take account of changes to the company’s operations and practices and to make sure it remains current.

COLLECTION

We will collect information about you relevant to providing you with assistance, services, or products.

- Some information provided to us by clients, customers, contractors and other third parties might be considered personal. We will only collect such personal information if it is necessary for provision of services to you.
- Occasionally we may collect sensitive personal information such as your age, ethnic background, health, etc. Additional safeguards are in place to protect this information which in most cases, can only be collected and disclosed with your consent.
- It may be a condition of a government contract that we collect and pass on to them your personal and/or sensitive information. We will advise you if and where this is needed.

We only collect, hold, use, or disclose personal information for a lawful purpose that is reasonably necessary or directly related to one or more of our functions and activities, or where otherwise required or authorised by law.

TYPES OF PERSONAL INFORMATION WE COLLECT

As a Registered Training Organisation (RTO), we must collect and report certain information to the national VET regulator, Department of Training and Workforce Development, Job Active Providers and other government agencies. This includes your name, address, telephone number, email address, drivers licence details as well as the following information:

- Unique Student Identifier (USI) Number
- Languages spoken at home and level of English language proficiency
- Aboriginal and Torres Strait Islander origin
- Level of schooling completed
- Employment status
- Reasons for undertaking the relevant educational course.

PERSONAL INFORMATION PROVIDED BY CLIENTS

We may collect personal information through:

- mail, phone, email, use our website,
- face-to-face meetings, interviews, emails,
- interactions with our social media platform.

By signing paper documents or agreeing to the terms and conditions and disclaimers for electronic documents, you are consenting to the collection of any personal information you provide to us.

We may use social networking services to communicate with the public and clients such as Facebook, Instagram, LinkedIn and YouTube. These services may collect your personal information for their own purposes. These services have their own privacy policies available on their websites.

OUR WEBSITE

We collect your information via our website for the purpose of us effectively carrying out the functions and delivering services to clients and user experience.

Our website may include links to other websites for the content and privacy practices we are not responsible for.

PASSIVE COLLECTION

Your information, including personal information, is collected by a number of software applications and services used by your device or by RTO to support the delivery of services.

RTO is not collecting this information directly.

You can opt-out of some of these passive data collections, including by:

- Disabling/refusing cookies,
- Disabling JavaScript,
- Opting-out of Google Analytics,
- Disabling the location service on your device.

USE OF PERSONAL INFORMATION

We use personal information collected from you for the primary purpose of its collection of delivering training services, including (but not limited) to:

- Comply with regulatory requirements,
- Inform you about company's activities,
- Respond to email inquiries,
- Develop website,
- Deliver services to clients.

The use and disclosure of information for secondary purpose applicable in the circumstances listed below:

- you consent to the use or disclosure,
- you would reasonably expect the use, and the secondary purpose is related to the primary purpose or, in the case of sensitive information, directly related to the primary purpose, or
- the use is required or authorised by or under an Australian law or a court/tribunal order.

Where appropriate, your consent will be confirmed in writing.

State and Federal government agencies and the RTO will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. Information may also be provided to your employer (Apprenticeships and Traineeships only) as per requirements of the Apprenticeship and Traineeship Policy and the VET Act.

We may use video surveillance for security purposes and footage will be used by us only for the purpose of maintaining security over our business premises. Surveillance footage will not be used for other purposes and is not publicly available.

DISCLOSURE

We can only use or disclose the information for a particular purpose for which it was collected unless an exception applies:

- you consented to a secondary use or disclosure;
- you would reasonably expect the secondary use or disclosure, and that is related to the primary purpose of collection or, in the case of sensitive information, directly related to the primary purpose;
- the use or disclosure of your personal information is required or authorised by or under an Australian law or a court/tribunal order.

DISCLOSURE OVERSEAS

We may, occasionally, disclose personal information to overseas recipients when certain conditions are met.

When using web-based services where data is stored on an overseas server such as:

- Where recipients of the company communication use an email account that stores data on overseas server;
- Social media platforms (post and comments, publications of materials which may contain personal information, such as video recording);
- Mailchimp

Mailchimp is a marketing platform based in the USA and is developed to send and manage emails. Mailchimp may collect your personal information, such as email address and other relevant information. You can opt-out of our mailing list if you choose the 'unsubscribe' service provided by Mailchimp in every email or contact us directly.

Mailchimp privacy policy www.mailchimp.com/legal/privacy

If you do not unsubscribe or contact us to opt-out of the mailing list, you understand and acknowledge that Mailchimp is not subject to the Privacy Act.

- We may use external service providers, such as cloud accounting platforms so we can better meet the needs of our clients and staff. We will take reasonable steps to ensure those external providers comply with their obligations under the Australian Privacy Principles when they handle your personal information.

We will not disclose your personal information to an overseas recipient unless one of the following applies:

- the recipient is subject to a law or binding scheme substantially similar to the Australian Privacy Principles, including mechanisms for enforcement,
- you consent to the disclosure after being expressly informed that we will not be taking reasonable steps to ensure that the overseas recipient does not breach the APPs,
- we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information.

ACCESS AND CORRECTION

You have the right to access your personal information record at any time and provide any necessary corrections. Please contact your trainer or RTO Administration staff to arrange access to your personal records.

You also have the right to ask us to correct information about you, which is inaccurate, incomplete or out of date. We will consider any requests for correction in a timely manner.

SAFEKEEPING

We take reasonable steps to protect the personal information we collect and use against loss, unauthorised access, misuse, and disclosure.

We keep your personal information including enrolment forms, training schedules and records of your assessment on file and store them confidentially under password protected files which are only accessed by authorised staff.

For more information about our Privacy Policy please contact us on (08) 1300 436 756 OR
enquiries@trainingalliance.com.au

COMPLAINTS

If you think we may have breached your privacy you may contact us to make a complaint using the contact details above.

ENDORSEMENT / REVISION NOTES

Approved by CEO, RTO

Reviewed On: 01/02/2024