



# POLICY

## PRIVACY

 [Governance](#) ➤ [Code of Conduct](#)

### PURPOSE

Training Unlimited Pty Ltd respects the confidentiality of the personal information collected as part of our business. Training Unlimited Pty Ltd abides by the Australian Privacy Principles contained in [section 14](#) / [Schedule 1](#) of the [Privacy Act 1988](#).

This policy describes why Training Unlimited Pty Ltd collects personal information, how Training Unlimited Pty Ltd handles this information and to whom Training Unlimited Pty Ltd is likely to disclose this information under ordinary circumstances.

This policy applies to information we collect about our students, prospective students and our students' employers.

### POLICY STATEMENTS

Training Unlimited Pty Ltd will only collect and store personal information required to carry out our business activities. These functions include but are not limited to:

- Confirming the identity of training and assessment participants including the Unique Student Identifier ([USI](#))
- Communicating with students, potential students, employers, Australian Apprenticeship Centres and any other people or agencies involved in students' training
- Enrolling students and delivering training and assessment
- Identifying and providing appropriate services and access for students and employers
- Issuing accredited and non-accredited qualifications or proof of participation
- Reporting on training activity to regulatory and funding authorities, such as the Australian Skills Quality Authority ([ASQA](#)), the National Centre for Vocational Education Research ([NCVER](#)), the Victorian Department of Education and Training (Skills Vic), NSW State Training Services, and others.

Training Unlimited Pty Ltd collects all data required by the Australian Vocational Education and Training Management Information Statistical Standard ([AVETMISS](#)). These data include your name and date of birth, your residential address and other contact details, your cultural heritage, your previous training, your employment situation and any disabilities you have.



## HOW WE COLLECT PERSONAL INFORMATION

Whenever possible, Training Unlimited Pty Ltd will collect all required personal information directly from the individual at enrolment. Some information, particularly contact details and information required to confirm training eligibility, may be collected prior to enrolment and will be sourced from the individual or, where relevant, an employer.

When further information is required after enrolment, Training Unlimited Pty Ltd will endeavour to collect that information directly from the individual. If this is not practical, Training Unlimited Pty Ltd may source data from other reliable and legal bodies such as ASQA or Skills Vic.

## HOW WE STORE PERSONAL INFORMATION

Training Unlimited Pty Ltd takes all reasonable measure to secure hardcopy and electronic records. Access to records is limited to only Training Unlimited Pty Ltd staff and contractors who required access to carry out business activities. Electronic records are secured by individually assigned, password-protected user profiles. Physical records are protected by lock and key.

When records are outside the office for the purposes of conducting or recording training activities, reasonable measures will be taken to secure the records from unauthorised access, such as locking vehicles, offices or cabinets and avoiding leaving records unattended whenever possible.

## WHEN WE SHARE PERSONAL INFORMATION

Training Unlimited Pty Ltd will only share your personal information when it is required in order to provide our training, assessment and associated services to you or when required by law.

### Most disclosures are part of:

- Total VET Activity reporting (more information available on ASQA's website)
- Funding contract reporting (when a state or federal government is subsidising the costs of your training, their specific contracts detail what information is reported and when)
- Progress reports to employers (only when your training is provided, including in part, by your employer)

Training Unlimited Pty Ltd does not disclose information to overseas recipients as part of routine activities. If Training Unlimited Pty Ltd is obligated to disclose your information for non-routine activities, such as police investigations or insurance claims, we will endeavour to inform you of the nature of the disclosure. Details of the disclosure will also be recorded on your file. Outside of these circumstances, Training Unlimited Pty Ltd will never disclose your personal information without your express and written permission.



## ACCESS AND UPDATING

If you would like a copy of your records to be provided to you or to a third party (such as an employer or school), please complete email [info@trainingunlimited.com.au](mailto:info@trainingunlimited.com.au) attention the Data Manager.

There is no charge for an individual to access personal information that Training Unlimited Pty Ltd holds about them. However, Training Unlimited Pty Ltd may charge a fee to make a copy.

If your information changes at any time during your training, or you discover our records are incorrect in any way, please notify Training Unlimited Pty Ltd in writing as soon as possible so your records can be amended.

## DATA RETENTION

The legislation and contracts covering your training require different parts of your records to be kept for different periods of time. These requirements are generally between three (3) years and thirty (30) years. Training Unlimited Pty Ltd will securely store your records at minimum for the time required by your specific training and funding arrangements.

## CONTACT DETAILS

If you have any concerns about your personal information, its accuracy, how it is stored or its disclosure, please refer to Training Unlimited Pty Ltd Learner Complaints Policy or contact our Director of Operations via the following details:

Telephone: 1800 899 033

Email: [info@trainingunlimited.com.au](mailto:info@trainingunlimited.com.au)

Post: PO Box 6097 Caulfield South 3162

For more information on the Privacy Act 1988 or the Australian Privacy Principles, please refer to:

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Post: GPO Box 5218, Sydney NSW 2001 **OR**

GPO Box 2999, Canberra ACT 2601

Website: [www.oaic.gov.au](http://www.oaic.gov.au)



## **DO WE MAKE CHANGES TO THIS POLICY?**

Training Unlimited Pty Ltd will update this policy as and when needed to reflect changes in procedures, security measures or legal requirements. This policy will be reviewed at least once per year to ensure it is accurate and relevant. The current version of this policy is published on Training Unlimited Pty Ltd website. You should always refer to the website for the latest version.

## **WHERE CAN I FIND MORE INFORMATION?**

Complete web addresses for the links in this document are below:

Privacy Act 1988: <http://www.comlaw.gov.au/Series/C2004A03712>

Section 14: [http://www.comlaw.gov.au/Details/C2014C00757/Html/Text#\\_Toc402953384](http://www.comlaw.gov.au/Details/C2014C00757/Html/Text#_Toc402953384)

Schedule1: [http://www.comlaw.gov.au/Details/C2014C00757/Html/Text#\\_Toc402953671](http://www.comlaw.gov.au/Details/C2014C00757/Html/Text#_Toc402953671)

USI: <http://www.usi.gov.au/>

ASQA: <http://www.asqa.gov.au/>

NCVER: <https://www.ncver.edu.au/>

AVETMISS: <https://www.ncver.edu.au/wps/portal/vetdataportal/data/menu/avetmiss>