



Privacy Policy

Privacy Policy

Purpose and Scope

In delivering VET courses Infinity Institute Australia (“IIA”) may collect information from students or prospective students, either electronically or in hard copy format, including personal information that identifies individuals. IIA may also record various communications between individuals and IIA. This policy supports IIA’s commitment to protection of personal information. This policy defines how IIA respects the privacy of information it collects, stores, uses and provides access to information. It ensures how IIA will satisfy legal responsibilities in privacy protection as it applies to all its directors, staff, students and contractors.

This policy applies to all individuals, including those accessing Commonwealth financial assistance under the VET Student Loans (VSL) program, and incorporates IIA’s obligations under the VET Student Loans Act 2016, the VET Student Loans Rules 2022, and the Privacy Act 1988.

Policy

IIA’s directors, staff, students, contractors and other stakeholders are entitled to the protection of their privacy. IIA recognises its obligation regarding the collection, storage and use of personal information and will take necessary measures to ensure privacy is protected. All personal information is collected for the operations of IIA. Personal information is collected directly from the individual, although in some cases, a third party such as a family member may also contact IIA and provide information on the individual’s behalf. All students and staff have the right to access their personal information held by IIA.

This policy has been developed in alignment with the Australian Privacy Principle (APP) guidelines provided by the provided by the Office of the Australian Information Commissioner (<https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/>). All staff members are made aware of the privacy obligations during induction and receive updates, reminders and training as required.

Open and transparent management of personal information

IIA will manage personal information in an open and transparent way. This includes having a clearly expressed and up to date *Privacy Policy* (this document) that is easily accessible, such as on the IIA website.

Collection, use or disclosure of personal information

IIA will collect, use or disclose personal information in accordance with the Privacy Act 1988. IIA will collect, use or disclose personal information where it is reasonably necessary for, or directly related to, IIA’s functions or activities for educational, administration and regulatory Authority (ASQA) data reporting purposes.

IIA may typically collect and use information for handling enquiries, admissions, enrolments and administration, providing student services, conducting student assessments, conducting marketing campaigns, budgeting and forecasting, maintaining information technology facilities and transacting with other IIA related entities.

On rare occasions IIA, the Commonwealth including the TPS, or state or territory agencies, may be required by law to use or provide personal information to others for other purposes but will be done in accordance with the Privacy Act 1988. In some cases, an individual’s consent will be sought to use or provide personal information to others.

For students accessing VET Student Loans, IIA may disclose information to the Australian Government Department of Employment and Workplace Relations and other authorised bodies, as required under the VET Student Loans Act 2016. This includes student identifiers, enrolment information, loan details, and engagement data. All disclosures will comply with the relevant legislation and privacy standards.

IIA will only adopt or assign a unique identifier (e.g. student or employee numbers) for an individual if it is necessary, authorised by law or with consent. Any transfer of sensitive information outside of IIA will be managed in accordance with the law. Personal information will be collected from the individual concerned, unless this is unreasonable or impracticable. IIA will only solicit and collect sensitive information if the individual consents to the sensitive information being collected. When IIA solicits and collects sensitive information all reasonable steps will be taken to explain the reasons for the sensitive information to be collected; what will be done with the information; and the consequences (if any) if all or part of the information is not provided to IIA.

IIA 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.

IIA are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

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.

Unique Student Identifier (USI)

The Unique Student Identifier requirements came in place on 1st January 2015 as a result of the passage of the Student Identifiers Act 2014. Students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) must have a Unique Student Identifier (USI). The USI creates a secure online record of nationally recognised training that the holder can access¹⁶. The USI is linked to the National Vocational Education and Training (VET) Data Collection.

The Student Identifiers Registrar collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the Student Identifiers Act 2014. The Registrar will only use and disclose personal information for the purposes it was collected for and in accordance with the Privacy Act¹⁷

In addition to the above, the Student Identifiers Amendment (Enhanced Student Permissions) Act 2020 came into effect in May 2020 and amended the Student Identifiers Act 2014.

The amendments allow a student or person who has studied a VET course after 1st January 2015 to choose whether a licensing body, employment agency or potential employer views their authenticated VET transcript.

The student controls:

- Whether to share their transcript or not
- Who gets access
- Which of their VET achievements are displayed
- How long the transcript can be looked at

The student can remove this access at any time.

The amendments also introduce civil penalties to protect the integrity of the student identifier and

authenticated VET transcript and to deter persons from doing the wrong thing. For more information on how Unique Student Identifier (USI), will handle your personal information please refer to the USI – Privacy Notice for students at <https://www.usi.gov.au/documents/privacy-notice>.

Quality and security of personal information

IIA will ensure that the personal information it collects, uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

If an individual considers their personal information to be inaccurate, incorrect, incomplete, out of date or misleading, they can request that personal information to be amended. There is no charge for making a request to correct personal information.

IIA will take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. IIA relies on individuals to provide accurate and current information in the first instance, and to notify IIA when circumstances or details change. Personal information may be stored in hard copy documents, as electronic data, or in IIA software, databases or systems. IIA protects personal information via various means including, but not limited to:

- Controlling physical access to IIA premises and hard copy documents and
- Controlling electronic access to IIA's website, software, databases or systems with security measures such as password protection.

Information access

Staff who needs the personal information to carry out their responsibilities will be able to gain access to that information. IIA will also provide individuals with the right to access or obtain a copy of the personal information that IIA holds about them at no charge. However, there may be a fee to make a copy of this information. Requests to access or obtain a copy of their personal information must be made in writing. Once a written request to obtain a copy of their personal information is received by IIA, the requesting individual will be advised how this will occur and if any applicable fees apply, within 10 working days of receiving the written request. Access to the personal information will be provided in a manner requested by the individual if it is reasonable to do so.

Written requests for access to, or to obtain a copy of, or correct personal information held by the IIA should be sent to: admin@ii.edu.au

Certain types of sensitive personal information may be subject to confidentiality standards beyond this Policy. In certain cases, the confidentiality requirements in this Policy will be overridden by legal or legislative obligations of disclosure.

Questions or complaints about Privacy at IIA

IIA takes all complaints seriously, including privacy-related complaints. IIA is committed to investigating and resolving privacy complaints in a timely, open, fair and transparent manner.

To raise any concerns or complaints in relation to privacy at IIA, please email admin@ii.edu.au