

Privacy Policy

The Institute complies with the following Privacy principles:

Collection of Data

The Institute will not collect personal information about an individual unless the information is necessary for one or more of its functions or activities. The Institute will at all times ensure that information is collected about an individual from the individual themselves and the collection and storage of their personal information will be secure and not distributed without that individual's explicit written consent.

Where the institute collects personal information, it will declare the purpose of the collection, how the information will be used and how the individual can get access to that information.

Data Quality, Security and Openness

The Institute will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. The institute will take reasonable steps to protect the personal information from misuse and loss from unauthorised access, modification or disclosure.

The Institute will provide a public document outlining its policies and procedures for handling personal information and make this available on request, at signup and via the institute web site.

Use and disclosure

The Institute will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information could reasonably expect. The Institute may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual health and safety.

Sensitive information

The Institute will not collect sensitive information unless the individual has consented, or it is required by law, or where there are other special circumstances such as those relating to health services provision.

Access and correction

The Institute will provide an individual with access to personal information it holds on that person on request. Where an individual can show that information held about them is not correct, current or complete, the Institute will take reasonable steps to correct that information.

Identifiers

The Institute will only assign unique identifier to individuals where it is necessary in order to carry out one or more of its functions or activities. The Institute will not make this unique identifier available to others and will not adopt as its own.

Anonymity

The Institute will give people the option to interact anonymously whenever it is lawful and practicable to do so.

The Institute operates in compliance with current privacy legislation. This legislation regulates the way organisations can collect, use, keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to update any information if it is incorrect.

The Institute keeps the following personal information on each student:

- Personal details (such as name, gender, address, phone number, birthday, country of residence, allergies and illnesses)
- Academic qualifications
- Course selections, letter of offer and student acceptance of offer
- Academic statements
- Passport, visa and OSHC details
- Employment history (if applicable)
- Enrolment details
- Attendance records and any medical certificates /approved absence forms given
- Financial details
- Driver Licence Number
- Company Name
- ABN / ACN
- Tax File Number (TFN)
- Bank Account Details
- Health Care Card
- Birth Certificates
- Unique Student Identifier
- Relevant Sensitive Information (e.g. health and/or disability)
- Employer contact details
- Supervisor (WPD and work placement) contact details
- WPD Supervisor qualifications and resume
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The Institute collects personal information in a number of ways, which include, but is not limited to:

- Directly from applicants when they express interest or apply for enrolment with the Institute
- Directly from Education Agents acting on behalf of students where students have expressively authorised the Education Agent to act on their behalf
- Directly from employers or Government Agencies when signing up a trainee/apprentice to undertake a training course
- Directly from host work placement organisations when agreeing to and signing Memorandums of Understanding, tri-partite agreements and other documentation required for legal/compliance
- Directly from recruitment partners as part of our partnership arrangements to source and recruit students into an education or training course
- Through marketing activities, student expos, email enquiries and similar mechanisms where the interested parties provide personal information in order to find out about training opportunities and eligibility for government subsidised funding.

The Institute uses the information for:

- Correspondence in relation to enrolment, promotion, progression, attendance, timetabling and any other related business of the Institute or its partner Colleges under the Times Education Group umbrella, offshore or onshore.
- Awarding certificates or diplomas
- Meeting student visa compliance requirements
- Assessing application and enrolment to study at the Institute
- To apply for Unique Student Identifier (USI) on behalf of students, provided authorization to do so is obtained
- To access the Unique Student Identifier (USI) register to substantiate student/applicant/trainer claims of previous study, once a written permission has been obtained
- To allow for reporting to various State and Government agencies in the conduct of the Institute's business.
- To contact Emergency contacts in case of emergency
- Checking payment of course fees
- Any other reasonable use related to the relevant conduct of the Institute's business, for which the information was collected for

The Institute cannot disclose information to a third party without the written consent of the student.

Note: International students should be aware that information provided to the Institute may be made available to Commonwealth and state agencies and the TPS fund manager, pursuant to obligations under the ESOS Act 2000 and the National Code of Practice.

Student may access their files at an appropriate time by appointment. To view their file, students must:

- Complete the request to view student File Form and submit to the Institute reception.
- If after viewing their files, students are not satisfied with the information contained or consider some information to be inaccurate they should write to the PEO outlining their concern and asking for corrections to be made.

The student may ask to view their file again to ensure the changes have been made.

Enquiries in relation to the Privacy Policy can be directed to info@times.edu.au

Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider according to the National VET Data Policy available at <https://docs.education.gov.au/node/46116>.

Under the **Data Provision Requirements 2012**, the Institute is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). For more detailed information in regards to how data is collected, processed and used in national VET statistics and publications please refer to the National VET Data Policy in

its entirety available at <https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy>.

Student's personal information (including the personal information contained on the enrolment form), may be used or disclosed by the Institute for statistical, administrative, regulatory and research purposes. The Institute may disclose student's personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation

Students may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. Students may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose student's personal information in accordance with the **Privacy Act 1988** (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The Institute must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their own personal files held by the Institute and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as the National VET Regulator (ASQA), DESE or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.