

Privacy Policy

Purpose

Redmako Learning collects personal information to provide training and assessment services. The RTO takes the security of individual's private information and compliance with the Privacy Act seriously and for this reason use the information provided only for the purpose it was provided for.

Handling and protection of personal information is regulated under the Privacy Act 1988. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

Personal information is defined under the Privacy Act as:

“Information or an opinion about an identified individual, or an individual who is reasonably identifiable”

(a) whether the information or opinion is true or not; and

(b) whether the information or opinion is recorded in a material form or not

The information within the Privacy policy is for Students, Staff and other individuals and made publicly available. This policy made available on the RTO's website and handbooks.

Collection of personal information

Personal and sensitive information is collected through the enrolment process and payment of fees in carrying out its functions as a Registered Training Organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, the National VET Regulator Act 2011, Data Provision Requirements and the requirements for Total VET Reporting.

Personal information that is collected includes:

- Address
- Contact details (telephone and email)
- Postal address
- Date of birth
- Gender
- Unique student identifier
- Emergency contact details
- Employment status including employment details (where necessary)
- Language spoken
- Reasons for study
- Education background
- Other legal requirements

Sensitive information that is collected includes:

- Ethnicity and origin
- Language, literacy and numeracy support needs
- Health, disability and support needs
- Financial details such as credit card number

Disclosure of personal information

Personal information about Students studying with Redmako Learning may be shared with Commonwealth and State Government agencies as required. Information regarding participation and enrolment will be shared with the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Department of Education Training and Employment (DETE). For students studying and accessing government funding, it is important that you are aware that information is shared with the agency responsible for the funding.

Redmako Learning does not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is aware that information is passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) the Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Any person or organisation to whom personal information is disclosed as detailed in this policy is not to disclose or use the information for any other purpose than what it was supplied to them for.

Security and storage of information

Redmako Learning will take all steps possible to protect the security of the personal information that it holds, including taking appropriate measures to protect electronic materials and hard copy documents. We protect the personal information we hold against loss, unauthorised access, misuse, modification, copying, download or disclosure. All staff of the Redmako Learning are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality.

Where information held by the Redmako Learning is no longer required, and retention not required by law, then all information of a personal nature will be destroyed safely.

Access to personal information

The RTO makes available to students their personal information and access to their records upon request. There is no charge for a student to access their student file although a charge may apply to make copies of documents. For access to Student records students should contact their Trainer or the administration staff.

VET Data Privacy Notice

How we collect your personal information

When you enrol as a student in a vocational education and training (VET) course, your registered training organisation (RTO) collects personal information so they can process and manage your enrolment.

Your RTO is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (the NVETR Act)) to disclose the personal information collected about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

The NCVER is authorised by law (under the NVETR Act) to disclose your personal information to us, the Department of Education, Skills and Employment (the department).

How we handle and use your personal information

The department is authorised by law, including the Privacy Act 1988 (Cth) (the Privacy Act) and the NVETR Act to collect, use and disclose your personal information to fulfil specified functions and activities.

The department will collect, hold, use and disclose your personal information for a range of activities, including:

- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating 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 department is also authorised by law (under the NVETR Act) to disclose your personal information to:

- another Commonwealth authority
- a person engaged by the Secretary of the department to carry out an activity on behalf of the department

if that authority or person satisfies any prescribed information safeguard rules for such a disclosure.

For information about the department's broader approach to handling personal information across all the areas it administers, please see the department's privacy policy.

To correct your information

If you would like to seek access to or correct your personal information, in the first instance, please contact your RTO.

To make a complaint or ask a question

If you think we may have breached your privacy you may make a complaint at privacy@dese.gov.au. To ensure that we fully understand the nature of your complaint and the outcome you are seeking, we prefer that you make your complaint in writing.

For further information about our complaint handling processes please see our [Privacy Complaint Handling Procedures](#).

If you wish to ask a question about this VET Privacy Notice please email VET-DataPolicy@dese.gov.au.

For more information, please visit <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Staff commitment to privacy and confidentiality

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

Updating personal information

It is the individual's responsibility to keep the RTO up to date of any changes to contact details. Students can change their details via aXcelerate's learner portal and must be completed as soon as is practicable. This allows the RTO to maintain communication with the student.

Complaints and Compliance with this policy and Australian Privacy Principles

Any concerns regarding the privacy of personal information, may lodge a complaint to the Director in accordance with the Complaints and Appeals Policy and Procedure accessible through [Redmako's Policies, fees, and forms page](#).

Version controller

Date	Notes	Version number
01/03/2019	Updated the document to reflect current practice	V.2.0
23/06/2022	Updated the document to reflect current practice and added version controller	V.3.0