



PRIVACY POLICY

ATEL Training Solutions is committed to protecting your privacy and your personal information under the Privacy Amendment (Private Sector) Act 2000 and in accordance with the Australian Privacy Principles (APPs).

Collection

ATEL Training Solutions will only collect the information necessary for the purpose of one or more of its functions.

Type of personal information we collect and hold

ATEL Training Solutions collects and holds personal information about you for enrolment, and Government statistical and reporting purposes. Personal information collected includes:

- Your name
- Gender
- Date of birth
- Residential address
- Language
- Photo identification
- Victorian Student Number (VSN) – Vic only
- Proof of concession eligibility
- Cultural diversity
- Ethnicity
- Contact details (phone/email)
- Employment
- Special needs
- Prior qualifications
- Reason for training
- Schooling

How we collect and hold the information

ATEL Training Solutions collects information during the enrolment process and training and assessment services. The information is held electronically in personal student records or secure paper based files in which only authorised ATEL Training Solutions staff have access.

ATEL Training Solutions takes all reasonable steps to protect your personal information it holds from misuse and loss, and from unauthorised access, modification or disclosure. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

Collection Methods

- Student personal and sensitive information as well as training activity information is prescribed by the AVETMISS standard. This information is collected directly from students using enrolment forms which may be paper based or electronic and other administrative forms relating to training and assessment functions.
- Survey responses are collected and destroyed after use.
- Enquiry information from prospective students including personal contact information is collected directly from individuals who make requests either by telephone or email in person or via our website.

Sensitive Information

- Personal information collected by ATEL Training Solutions that may be regarded as 'sensitive' under the Privacy Act includes: 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.

Direct Marketing

ATEL Training Solutions conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006.

Notification of Collection

ATEL Training Solutions aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing, but may be verbal.



- Surveys – notification is provided in the letter of invitation to participate in the surveys and also at the time of collecting the information (online or by telephone).

How we use the information

ATEL Training Solutions, the State Training Authority's and NCVET 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 for these purposes are provided electronically through email or secure databases in which only authorised ATEL Training Solutions staff have access to collect and submit this information. ATEL Training Solutions is subject to auditing by State Training Authority's and Australian Skills Quality Authority (ASQA) in which your file may be provided for audit purposes.

If you receive Centrelink benefits for training/study, information to confirm your enrolment and training progress may be provided to Centrelink upon request by Centrelink.

Disclosure of Personal Information

ATEL Training Solutions does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming courses), or if required by law.

ATEL Training Solutions may share personal information with the Commonwealth government including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the Higher Education Support Act 2003, the Tuition Assurance Scheme manager (ACPET) and organisations that run courses in conjunction with ATEL Training Solutions. In these circumstances ATEL Training Solutions will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

This information includes personal and contact details, course and unit enrolment details and changes.

ATEL Training Solutions will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) ATEL Training Solutions 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.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, ATEL Training Solutions shall include in the record containing that information a note of the disclosure.



Any person or organisation that collects information on behalf of ATEL Training Solutions or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

ATEL Training Solutions does not sell its mailing lists to third-parties for marketing purposes.

ATEL Training Solutions does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Management of Personal Information

ATEL Training Solutions endeavor's to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant.

Access to and correction of Personal Information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by ATEL Training Solutions.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

You have the right to access the personal information recorded at any time and provide any necessary corrections. If at any stage your personal details change throughout the course of your training, please inform your trainer and assessor or contact ATEL Training Solutions administration so that your details can be amended. If you phone about your information, ATEL Training Solutions will conduct a security check to validate your identity.

Written requests for access to, to obtain a copy of, or correct personal information held by ATEL Training Solutions should be sent to:

ATEL Training Solutions
RTO Administration
PO Box 603
Wodonga VIC 3690

Requests will be answered within 14 business days.

Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected from student enrolment applications and survey responses is held in secure databases.
- Names and contact details collected during the delivery of services may be held either in electronic form in a secure student management system or in paper documents which are kept secure.

ATEL Training Solutions retains personal information contained in training and assessment records for 30 years. When personal information is no longer necessary for ATEL Training Solutions business functions, and it is lawful to do so, ATEL Training Solutions destroys the information.



Information security

ATEL Training Solutions takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- Systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged.
- Access to the student management system is protected through user log-on and password, and assignment of user access rights.
- Third-party providers used by ATEL Training Solutions for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Premises and data storage systems are fully secured. ATEL Training Solutions practices locking workstations when working with personal information and all paper documents containing names and addresses are destroyed through a secure document destruction service.

Cross-border disclosure of information

ATEL Training Solutions does not provide or disclose your personal information to overseas recipients.

Government related identifiers

Government identifiers (e.g. Licence number, unique student identifier (USI)) will not be used to identify an individual and will only be used for the purposes for which they were obtained.

Complaints and concerns

Where an individual believes that ATEL Training Solutions has breached a Privacy Principle in relation to that individual they may lodge a complaint using ATEL Training Solutions grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Complaints or concerns about the management of personal information should be directed in writing to:

ATEL Training Solutions
RTO Team Leader
PO Box 603
Wodonga VIC 3690

Or by email to RTOadmin@atel.com.au

ATEL Training Solutions will respond in writing within 14 business days.

(Extract from 2019 Student Handbook)