



Institute of Teacher  
Aide Courses

## General privacy statement

We take privacy very seriously. We will never disclose any details about you or your performance in an ITAC course, except when required to do so by law, with your permission or upon your request. All data is securely protected as per the Australian Standard ISO/IEC 38500:2016 Information technology - Governance of IT for the organisation.

## Privacy Statement

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We are required to do this by law however your information will be kept safe and secure. Without this information we cannot accept your enrolment.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cwth) (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.

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

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department

of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of 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 NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

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](http://www.ncver.edu.au/privacy).

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

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Funded students may be contacted by the state government in order to verify their participation in a funded program, as well as for other reasons as deemed necessary by the government from time to time.

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. ITAC may also ask students to complete surveys for various purposes.

## Photos and videos

ITAC often take photos and videos of students such as during class and when on placement. We will always ask your permission to do so in advance and you may refuse without having to supply a reason or feeling coerced. Images may then be used for marketing purposes such as Facebook, on our website, and other publications and documents. We will never sell an image or permit another organisation to use an image of an ITAC student taken by an ITAC staff member.

## Contact information

At any time, you may contact ITAC to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

ITAC's current contact information is available at [www.itac.edu.au](http://www.itac.edu.au)

## Australian Privacy Principles

ITAC is an APP (Australian Privacy Principles) entity because information about a student's health and disability is collected as part of the enrolment process. ITAC therefore comply with the Privacy Act 1988 (Privacy Act) including the recent amendments which came into effect in 2014.

### Part A: The kinds of personal information that we collect

ITAC collect information on enrolment such as direct debit information and personal details. It is important that ITAC have suitable and correct information about all students especially before they attend a placement. Additional information may be collected from time to time in the normal course of study such as clearances and employment history. ITAC collects information from students for a number of reasons including:

- billing and financial reasons
- to verify your identity
- to obtain government funding
- to enrol you in funded courses
- to supply the government with statistical information
- to supply the government with details of your progress
- for research conducted by tertiary institutions and their students
- for marketing purposes
- to grant you a qualification
- to contact you for a range of matters
- to confirm your enrolment and progress when requested by centrelink
- to verify your clearances
- to consider your suitability for a program
- to provide you with support services, referrals, and suitable resources.

### Part b: how we collect and hold that information

ITAC collect information from students in either soft copy or hard copy form. It is then electronically stored on our secure Student Management System (SMS) and the original hardcopy destroyed appropriately. Only ITAC staff can access this information which is password protected. All records are kept safe and secure and are backed-up regularly. All records are to the best of our knowledge up-to-date and accurate. All records are kept for a period of time as required by various government departments and/or as deemed necessary

by ITAC.

### **Part C: Why we collect, hold and disclose information**

We collect, hold and disclose information as we are required to do so by law. We will not pass on your information to any third party unless directed in writing to do so by a court or the student. We do however collect information for the purpose of government reporting which is used for claiming subsidies on behalf of students. Other information recorded and sent to government agencies include information gathered from anonymous student surveys.

### **Part D: How to access and correct your information**

Students can access their records after their identity as been verified. Students can request details to be changed by writing to ITAC which will be completed without unnecessary delay and free of charge. Enrolled students can access their records at any time by writing (email or paper) to their trainer. Some records such as certificates and Transcripts of Results can only be accessed by requesting a duplicate copy and paying the relevant fee.

### **Part E: Complaints about privacy**

A complaint regarding ITAC and a breach of the Privacy Policy or Act should follow the complaints handling procedure found in the student handbook. Students should first verbally or in writing bring the issue to the attention of their trainer and if not resolved to the program coordinator. The complaint will be dealt with as per the policy in a professional manner in order to resolve the issue.

### **Part F: Disclosure of personal information to overseas recipients**

ITAC do not disclose any information to any overseas recipients. We will not divulge your information or records to any person or organisation under any circumstances except as listed above. This includes family, partners, friends, employers, schools and employment providers unless the student gives consent. Access to records is only provided with permission from the student which must be provided in writing or by using the appropriate form.

For clarification or questions regarding this document please email [info@itac.edu.au](mailto:info@itac.edu.au)

<b>Document title:</b>		ITAC Privacy Statement
<b>Associated course(s):</b>		NA
<b>Author</b>		Adam Green
<b>Version</b>	<b>Release date</b>	<b>Notes</b>
V1.0.0	1-7-2015	Initial release
V2.0.0	15-9-2021	Various updates e.g. use of images