

## 1. Purpose

VEG Education is committed to providing high-quality training and assessment services in accordance with the Standards for RTOs 2025. In doing so, we must comply with Commonwealth legislation regarding the privacy and confidentiality of employees, students, and contractors.

The purpose of this Policy is to outline how VEG Education complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), ensuring that personal information is collected, used, stored, managed, and disclosed responsibly, securely, and lawfully.

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## 2. Policy Statement

VEG Education is committed to protecting the privacy and confidentiality of all personal information in accordance with the Privacy Act 1988 and the associated APPs. We will ensure that:

- A current Privacy Policy is maintained and available to all stakeholders.
  - Personal information is only collected for legitimate training, assessment, administrative, compliance, or employment purposes.
  - Information is not disclosed to third parties without consent, unless required or authorised by law.
  - Records are securely stored in accordance with our Records Management Policy.
  - Students, staff, and clients have access to their own personal information and may request its correction.
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## 3. Definitions

- **Personal Information:** Information or an opinion about an identified individual, or a reasonably identifiable individual, regardless of whether the information is true or recorded in a material form.
  - **Sensitive Information:** Personal information that includes details such as racial or ethnic origin, political opinions, union or association membership, religious or philosophical beliefs, sexual orientation or practices, or criminal record.
  - **Unique Student Identifier (USI):** A government-issued student identifier required under the Student Identifiers Act 2014 for anyone undertaking nationally recognised training.
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## 4. Policy Principles

### 4.1 Compliance with Legislation

VEG Education complies with the Privacy Act 1988 and the set of 13 Australian Privacy Principles (APPs) introduced on 12 March 2014.

These principles regulate how we collect, use, disclose, store, access, and correct personal information.

As an RTO, we are also bound by the VET Data Provision Requirements and must supply accurate data to regulatory bodies.

### 4.2 Collection of Personal Information

Personal information is only collected when necessary for education, training, assessment, employment, or compliance purposes, or when required by law.

Information may be collected through enrolment forms, online registration, certified documentation, email, correspondence, phone calls, or third-party training providers (with consent).

At the time of collection, individuals will be informed of:

- The purpose of the collection
- How their information will be used or disclosed
- Their right to access and correct personal information
- Who the information may be disclosed to
- The consequences of failing to provide required information

VEG Education are legally required to collect and report students' personal information, including USI, training activity (AVETMISS data), and outcomes, to government bodies under the National VET Data Policy.

### 4.3 Use and Disclosure of Information

Personal information will only be used for the purpose for which it was collected or for related secondary purposes where the individual would reasonably expect such use.

Exceptions include:

- Disclosure required or authorised under Australian law, including compliance and audit reporting.
- Disclosure to regulatory bodies such as ASQA, the Department of Employment and Workplace Relations, or NCVET as required for VET reporting.
- Disclosure where a health and safety risk, law enforcement, or court order exists.

VEG Education may use personal information for:

- Processing enrolments and assessments

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- Providing training and issuing certification
- Managing student and client services
- Conducting surveys and gathering feedback
- Marketing training programs (with consent)

## 4.4 Direct Marketing

Direct marketing will only occur with prior consent and will be relevant to training products and services.

Individuals may opt out of direct marketing at any time.

## 4.5 Cross-Border Disclosure

VEG Education does not disclose personal information to overseas recipients unless required for compliance and only with the individual's prior, written consent.

## 4.6 Government-Related Identifiers

VEG Education is required to collect and report the Unique Student Identifier (USI).

The USI will not be used for any purpose other than reporting and will not be disclosed on AQF certifications.

We will not adopt any government assigned identifier (such as Medicare number, Tax File Number) as our own.

## 4.7 Integrity and Security of Personal Information

Personal information collected will be accurate, up-to-date, complete, and relevant.

Information will be stored securely (both physically and electronically) to protect it from misuse, interference, loss, unauthorised access, modification, or disclosure.

Paper records will be securely archived and destroyed in accordance with the Records Management Policy.

In compliance with the Notifiable Data Breaches Scheme under the Privacy Act 1988, individuals will be notified if a data breach is likely to result in serious harm.

## 4.8 Access and Correction

Individuals may request access to their personal records and request corrections if information is inaccurate, incomplete, or outdated.

Access requests will be processed within 30 calendar days.

In limited cases where access may be denied (e.g., to protect another person's privacy, security, or due to legal reasons), the individual will be notified in writing with the reasons for refusal.

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Corrections will be made promptly, and if refused, the individual has the right to lodge a complaint.

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## 5. Responsibilities

- The CEO is ultimately responsible for ensuring that VEG Education complies with this Policy and relevant legislation.
  - Staff must safeguard student and staff information by following this Policy and confidentiality protocols.
  - Students and clients are responsible for providing accurate and current information to assist compliance.
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## 6. Records Management

All personal information is managed in conjunction with VEG Education's Records Management Policy, which outlines retention periods, secure storage, and permissible disposal methods.

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## 7. Monitoring and Continuous Improvement

- This Policy and practices are monitored by the CEO and Compliance Manager.
  - Areas for improvement are documented through the Continuous Improvement Policy.
  - This Policy will be reviewed at least every two years or sooner if legislation or RTO Standards require amendment.
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# Privacy Policy



**Summary of the full Privacy Policy in plain language while remaining compliant with the *Standards for RTOs 2025*, the *Privacy Act 1988*, and the *Australian Privacy Principles (APPs)*.**

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## **Privacy Notice – Student Information**

VEG Education cares about your privacy and is committed to protecting your personal information. This notice explains how we collect, use, store, and share your information in line with the *Privacy Act 1988 (Cth)*, the *Australian Privacy Principles (APPs)*, and the *Standards for RTOs 2025*.

### **Why we collect your information**

We collect personal information from you when you enrol or take part in training so we can:

- Process your enrolment and keep your student records up to date
- Deliver training and assessment services
- Issue your qualification or statement of attainment
- Meet our reporting requirements to government agencies
- Contact you about your course, upcoming events, or surveys

By law, we must collect and report certain data (e.g. your Unique Student Identifier [USI], training activity, and outcomes) to government regulators for funding and national reporting purposes.

### **How we keep your information safe**

Your information is:

- Stored securely in both electronic and paper-based systems
- Protected against unauthorised access, misuse, or loss
- Only shared when required by law (for example, with the Department of Employment and Workplace Relations, NCVER, or ASQA)

We do not share your personal information with overseas organisations unless you give written consent.

### **Your choices and rights**

- You can ask to see the personal information we hold about you.
- You can request corrections if your details are wrong or out of date.
- You can choose to opt out of any marketing communications.
- If you have a complaint about how your information has been handled, you can contact us, and we will investigate.

# Privacy Policy



## Contact us

If you would like more information about how we handle your privacy or to make a request under this notice, please contact:

VEG Education

Email: [admin@velishaeducation.com](mailto:admin@velishaeducation.com)