

Privacy Protection Policy and Procedure

1. Purpose

The purpose of this policy is to provide Illoura College with a framework that ensures compliance with the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs) and any other relevant laws, while clearly defining the circumstances for the collection, use, and disclosure, storage and protection of personal information. The policy ensures students, staff, and stakeholders understand their rights and Illoura College's obligations regarding privacy and data protection

2. Key Definitions

- **Personal Information** means information or opinions that can identify or reasonably identify an individual.
- **Sensitive Information** means personal information that includes details about a person's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual orientation, health information, disability status, genetic information, biometric data (where applicable), or criminal history, as defined under the Privacy Act 1988 (Privacy act).

3. Policy

3.1 Authority to Collect and Store Information

Illoura College collects personal information as required by:

- **The National Vocational Education and Training Regulator Act 2011 (NVETR Act)**

Illoura College is an approved Registered Training Organisation by the National VET Regulator. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Illoura College to collect personal and sensitive information from our students. This requirement is specified in the Data Provision Requirements 2020 which is one of the legislative instruments that Illoura College must comply with as a condition of its registration.

- **The Data Provision Requirements 2020**

The *Data Provision Requirements 2020* require Illoura College to collect data from students in accordance with the Australian Vocational Education Training Information Statistical Standard (AVETMISS). This standard defines information about who the student is, where the training is delivered and what they are studying. The Compliance Standards for RTOs require Illoura College to retain and store this information for **up to 30 years** and to report training activity to government agencies in accordance with mandatory reporting requirements.

- **The Student Identifiers Act 2014**

In addition to the Data Provision Requirements 2020, the Student Identifiers Act 2014 also requires Illoura College to collect high risk personal information for the purpose of creating or verifying a student's Unique Student Identifier. Together, these requirements form a statutory obligation to collect, store and report information of any student participating in nationally recognised training with Illoura College. Failure to provide required information may impact a student's enrolment, eligibility for

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funding, or ability to participate in training. Additionally, Illoura College respects the privacy of individuals and handles personal information in accordance with requirements personal information is collected only for the purposes necessary to deliver Illoura College's services, meet regulatory obligations, and support individuals engaging with Illoura College.

3.2 Collection of Personal Information

- As a registered training organisation (RTO), we collect your personal information so we can process and manage student's enrolment in a Vocational Education and Training (VET) course with us. The consequence for the individual if the personal information is not collected is that they will not be able to enrol as a student. Illoura College only uses the personal information in the delivery of VET courses, and otherwise, as needed, to comply with the legal obligations of RTOs.
- Illoura College lawfully collects personal information that is necessary for the RTO to function. The College collects personal information through:
 - Enrolment forms, application processes, and assessment activities
 - Communications via email, telephone, or online platforms
 - Third parties such as education agents or employers, with explicit consent from the student.
- The information Illoura College collects and holds will depend upon the products and services requested and may include, but are not limited to:
 - Student name
 - Date of birth
 - Address
 - Contact details
 - Sensitive information required to support student learning or meet legal obligations

3.3 Use of Personal Information

Illoura College uses and discloses personal information only for the purposes outlined at the time of collection or as set out in this Privacy Policy. Personal information will not be used or disclosed for any other purpose without prior consent, unless authorised or required by law.

Illoura College may use personal information to:

- Establish and maintain the relationship between students, staff, and stakeholders and the College.
- Deliver the products, training, and support services requested.
- Administer and manage enrolment, academic progress, welfare, and related services.
- Support student welfare, including implementing reasonable adjustments for students with disabilities.
- Conduct research, satisfaction surveys, and continuous improvement activities to enhance service delivery.

3.4 Disclosure of Personal Information

• Mandatory Disclosures

Illoura College is required by law to disclose personal information to:

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- The National VET Data Collection managed by NCVER
- Relevant state and territory training authorities
- The Department of Education and other Commonwealth bodies responsible for VET regulation

Disclosure of information under shared provisions contained in the NVR Act, the ESOS Act and provisions of the Privacy Act, Illoura College may provide personal information to:

- state and territory governments and other Australian Government authorities
- ministers
- occupational licensing bodies
- overseas authorities
- other relevant parties.

Illoura College will inform the students of which department has requested information and what information will be shared.

• Other Disclosures

- If Illoura College partners with trade associations, professional bodies, community organisations, event organisers, and vocational placement agencies, students may be provided with access to memberships, events, practical experience, vocational placements, and other industry-related benefits. To facilitate these opportunities, Illoura may share limited personal information with reputable organisations solely for this purpose and never for unrelated marketing. Students will be notified in advance through channels such as flyers, banners, or emails and may opt out of information sharing at any time by contacting Student Services in writing.
- Where payment arrangements are not maintained, Illoura College may disclose a student's information to third-party credit reporting agencies and debt collectors to recover outstanding amounts. Such defaults may affect a student's credit history and credit score.

3.5 Handling Unsolicited Information

If Illoura College receives personal information it did not solicit and determines it is not required to deliver services or meet legal obligations, the information will be securely destroyed or de-identified, provided it is lawful to do so.

3.6 Access to and Correction of Personal Information

Students have the right to access, correct, and inquire about personal information held by Illoura College.

At any time, students may contact Illoura College's student support officer at Sso@illoura.edu.au to:

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

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For further details, you may read this information provided by the **Department of Education:**

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-StudentsESOS-Legislative-Framework/National-Code/nationalcodepartd/Documents/suggested%20wording.pdf>

3.7 Security and Retention of High-Risk Information

Illoura College takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Security measures include:

- Secure physical storage with restricted access to facilities and authorised personnel only.
- Digital protections such as password controls, firewalls, antivirus software, and regular system monitoring.
- Secure disposal of high-risk personal documents through shredding or secure digital deletion once verification or compliance processes are complete.

Illoura College retains personal information only for as long as it is required to meet legal, regulatory, and operational purposes. Information that is no longer required will be securely destroyed in accordance with the Privacy Act 1988 (Privacy Act).

4. Procedure

4.1 Management of Personal Information

Illoura College collects, uses, stores, and manages personal information in accordance with the Privacy Act 1988 and internal procedures. Information is accessed only by authorised personnel and stored securely. Records are retained as required and securely destroyed when no longer needed.

4.2 Access and Correction

Individuals may request access to or correction of their personal information in writing. Illoura College will review and respond within a reasonable timeframe and update records where required.

4.3 Record Keeping

All activities relating to personal information, including access and updates, are documented and securely maintained in accordance with record management requirements.

5. Related documents and forms

Related Policies

- Complaints and appeals Policy

Related Forms

- Student Records Form



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Other documents

6. Policy Information

Policy Area	Governance
Policy Version	V 1.0
Date of Effect	July 2025
Review Schedule	July 2026
Applicable Standards	Outcome Standards for RTOs 2025 – Standard 4.3 National Code of practice for Providers of Education and Training to Overseas Students 2018
Responsibility	Director Of Operation and Director of Quality Assurance