

PURPOSE

The Privacy Act 1988 requires entities bound by the Australian Privacy Principles to have a privacy policy. This privacy policy outlines the personal information handling practices of ACCCO.

POLICY STATEMENT

Australian Child Care Career Options (ACCCO) Pty Ltd, its employees, contractors and agents is subject to the Privacy Act 1988 and to the requirements of the Australian Privacy Principles contained in the Privacy Act.

ACCCO will only collect, hold, use and disclose personal information to carry out the functions and activities required of a Registered Training Organisation and will always do so in accordance with the Australian Privacy Principles and the Privacy Act 1988.

ACCCO will only disclose a student's personal information where express consent has been given by the student and only to the parties consented by the student, or where ACCCO is required to disclose personal information by law or by government contract requirement such as the requirements of the Tuition Protection Service, National Centre for Vocational Education Research (NCVER), the Department of Education, Skills and Employment and state government departments.

DIRECT COLLECTION OF PERSONAL INFORMATION

At all times we try to only collect the information we need for the function or activity we are carrying out.

The main way we collect personal information is when you give it to us. For example, we collect personal information such as name and contact details when you:

- Apply to enrol in one of our qualifications or short courses
- Contact us to enquire about our courses
- Contact us to make a complaint or appeal
- Request a reissue of your certificate
- Apply for a job vacancy at ACCCO
- When you request an extension, deferment, withdrawal from your course

INDIRECT COLLECTION OF PERSONAL INFORMATION

Some information is collected indirectly.

When an employer or government department contacts us with information about you regarding your course, we collect information from them so that we may carry out our functions as an RTO.

When you contact us through a social network service, such as Facebook, the social network provider and its partners may collect and hold your personal information.

STORAGE OF PERSONAL INFORMATION

Personal information is held in a secure student management system called Wisenet. Only approved ACCCO employees have access to Wisenet, and only access personal information to carry out the functions and activities of ACCCO. Wisenet has a privacy statement that is available to read online, [and is available using this link](#).

TYPES OF INFORMATION

The types of information that may be collected directly by ACCCO include contact details, emergency contact information, education history, disability status and employment status.

PURPOSE OF COLLECTING, HOLDING, USING, AND DISCLOSING PERSONAL INFORMATION

ACCCO will only collect, hold, use and disclose personal information to carry out the functions and activities required of a Registered Training Organisation in accordance with the Australian Privacy Principles and the Privacy Act 1988.

These functions and activities include:

- marketing and advertising the courses offered by ACCCO
- informing people about courses offered by ACCCO and funding opportunities offered by government departments
- enrolling people into fee for service and/or funded nationally recognised training
- conducting training sessions with students
- conducting assessment activities with students
- communicating with government departments about student information
- reporting of student data to NCVET and other government departments
- complaint handling

Before your personal information is used or disclosed ACCCO will collect your permission and/or provide you notice. Prior to personal information being used in marketing or advertising you will be required to expressly consent to its use.

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

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>.

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.

HOW TO MAKE A COMPLAINT ABOUT A BREACH OF THE PRIVACY PRINCIPLES

ACCCO has a complaints and appeals policy which details the process for making a complaint. This process can be followed when making a complaint about how we have handled your personal information or any other a breach of the Australian privacy principles.

DISCLOSURE OF INFORMATION OVERSEAS

Generally, we only disclose personal information overseas so that we can properly handle an inquiry complaint or enrolment. For example, if:

- a student or agent contacts us about an inquiry or enrolment and they are based overseas
- a complaint is made by a student or agent that is based or is currently overseas

When you communicate with us through a social network service such as Facebook, the social network provider and its partners may collect and hold your personal information overseas.

HOW TO ACCESS PERSONAL INFORMATION

Under the Privacy Act (Australian Privacy Principles 12 and 13) you have the right to ask for access to personal information that we hold about you and ask that we correct that personal information. You can ask for access or correction by contacting us. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.

PRIVACY POLICY



We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

Students can complete a change of personal details form to have their details corrected or updated. The form is available on [our website](#).

Students can also call our office to request access to or correction of their personal information.

CONTACT INFORMATION

Address: 161 Brunswick Street, Fortitude Valley, QLD 4006

Postal: PO Box 1108, Fortitude Valley, QLD 4006

Free call: 1300 139 406

Email: info@accco.com.au