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Purpose:	selectability Training is committed to protecting and respecting your privacy. This policy (together with any other documents referred to in it) sets out the basis on which any personal data we collect, or that is provided to us, will be processed by us.
Reference:	ASQA – Standards for Registered Training Organisation (RTOs) 2015
Who is responsible:	selectability Training employees.
When:	As required.
Definition/s:	<p>Vocational Education and Training (VET) - provides workplace skills, technical knowledge and qualifications for rewarding jobs and careers.</p> <p>Registered Training Organisation (RTO) - deliver nationally recognised training in the VET sector. To deliver this training, the organisation needs to be approved by ASQA.</p>
Policy:	<p>Why We Collect Information</p> <p>As a registered training organisation (RTO), we collect personal information so we can process and manage enrolments into a vocational education and training (VET) course. In order to provide a better service, we may collect and process information that the student/s provides by filling in forms on our site www.selectabilitytraining.com.au ("our site"). This includes information provided at the time of registering to use our site, subscribing to our service, posting material or requesting further services. We may also ask for information at other times, for example in connection with a promotion or when a student reports a problem with our site. If a student contacts us, we may keep a record of that correspondence, we may also ask students to complete surveys from time to time, that will be used for research purposes, although students do not have to respond to them.</p> <p>We only retain personal data for so long as it is necessary. Data may be archived as long as the purpose for which the data was used still exists.</p> <p>How We Use Information</p> <p>We use personal information to enable us to deliver VET courses, and otherwise, as needed, to comply with our obligations as an RTO.</p> <p>The purposes for which information may be used by us include:</p> <ul style="list-style-type: none"> ✓ ensuring that content from our site is presented in the most effective manner for our students and for their computer/s. ✓ providing students with alerts, newsletter, education materials or information that the student requested or signed up to

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- ✓ carrying out our obligations arising from any contracts entered into between students and us
- ✓ allowing students to participate in interactive features of our service, when students choose to do so; designing and conducting surveys/questionnaires for student profiling/segmentation, statistical analysis, improving and furthering the provision of our products and services
- ✓ complying with laws and regulations applicable to us or any of our affiliates in or outside Australia
- ✓ legal proceedings, including collecting overdue amounts and seeking professional advices
- ✓ researching, designing and launching services or products including seminars/events/forums
- ✓ promoting and marketing services and products subject to students exercise of the opt-out right (please see further details below)
- ✓ purposes directly related or incidental to the above

We intend to use student data in direct marketing, and we require student consent (which includes an indication of no objection) for that purpose. By using our site, unless the students tell us otherwise, students agree that:

- ✓ student name, contact details (including address, contact number, email address), products and services information, transaction pattern and behaviour, background and demographic data held by us from time to time may be used by us in direct marketing
- ✓ the following classes of services, products and subjects may be marketed to students:
 - services and products related to our site and/or our affiliates (including marketing affiliates programs we are a part of);
 - reward, loyalty or privileges programmes, promotional offers and related services; and
 - invitations to events such as seminars/webinars/tele-seminars, conferences, live programs or events.

We may conduct direct marketing via fax, email, direct mail, telephone and other means of communication or send e-newsletters to students. Students may choose not to receive promotional materials, by simply telling us (see below for contact details), and we will cease to do so, without charge.

How We Disclose Personal Information

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 students to the National VET Data Collect 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.

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We are also authorised by law (under the NVETR Act) to disclose personal information to the relevant state or training authority. We will keep the personal data we hold confidential but may provide information to:

- ✓ personnel, agents, advisers, auditors, contractors, financial institutions, and service providers in connection with our operations or services
- ✓ our offices, affiliates, business partners and counterparts (if any)
- ✓ persons under a duty of confidentiality to us
- ✓ persons to whom we are required to make disclosure under applicable laws and regulations in or outside Australia
- ✓ actual or proposed transferees or participants of our services in or outside Australia.

How The NCVER and Other Bodies Handle Student Personal Information

The NCVER will collect, hold, use and disclose student personal information in accordance with the law including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act 2011. 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, 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 personal information to any overseas recipients.

For more information about how the NCVER will handle personal information, please refer to the NCVER's Privacy Policy at [Privacy policy \(ncver.edu.au\)](https://www.ncver.edu.au/privacy-policy).

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

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Department of Education is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose student personal information to fulfil specified functions and activities. For more information about how the Department of Employment will handle your personal information, please refer to the Privacy Notice at [Privacy - Department of Education, Australian Government](#).

All information you provide to us is stored on our secure servers. Where we have given students (or where students have chosen) a password which enables them to access certain parts of our site, students are responsible for keeping this password confidential. We ask that students not share their password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect students' personal data, we cannot guarantee the security of the data transmitted to our site; any transmission is at students own risk. Once we have received student information, we will use strict procedures and security features to try to prevent unauthorised access.

Data Transfers

We may hold student data on servers in Australia and any other territories as we see fit from time to time. We may also transfer student data to our overseas offices or to any people listed above, who may be located in or outside of Australia.

Surveys

Students may receive a survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note, students may opt out of the survey at the time of being contacted.

Student Consent and Rights

By using our service, making an application or visiting our website, students consent to the collection and use of their information and other activities as outlined in this policy. Under the Privacy Act (the "Act"), individuals have the right:

- ✓ to check whether we hold personal data about students and to access such data
- ✓ to require us to correct, as soon as reasonably practicable, any data relating to them that is inaccurate
- ✓ to ascertain our policies and practices in relation to personal data and the kind of personal data held by us; and
- ✓ to withdraw their consent to the use of student personal data for marketing purposes and we shall not use student personal data for marketing purposes after they communicate their withdrawal of consent to us. Students may exercise their opt-out right by notifying us if they wish to withdraw their consent to the use of their personal data for direct marketing purposes.

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Process:	<p>Contact Us</p> <p>At any time, you may contact selectability Training to:</p> <ul style="list-style-type: none"> ✓ request access to your personal information ✓ correct your personal information ✓ make a complaint about how your personal information has been handles ✓ ask a question about this Privacy Policy <p>Please send requests to opt-out and for access to data, correction of data, information regarding policies and practices and kinds of data held, questions or complaints to: selectability Training email training@selectability.com.au.</p> <p>In accordance with the Act, we have the right to and may charge a reasonable fee for processing any data access request.</p>
Relevant Records:	<ul style="list-style-type: none"> ✓ Student Handbook