

NTHA Training and NCVER Privacy Policy



NTHA Training is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Privacy Act) which incorporates the amendments made to the Privacy Amendment (Private Sector) Act 2020

Collection of student information

NTHA Training may collect and hold personal information about you such as your name, gender, date of birth, contact details (including your address, phone number and email address, whether personal or for work), financial information, billing or payment details, bank account details, tax file number, products and services information and preferences. NTHA Training does not collect sensitive information, and we will only collect such information with your consent if it is reasonably necessary for one or more of our functions or activities.

Use and disclosure

Any details collected from NTHA Training students are required for us to conduct business as an education provider. Collected information is used for the following purposes:

- Determine whether we can provide suitable training and assess your specific needs
- Manage administration of training and services
- Communication in the case of an emergency
- To determine eligibility for a course
- Report to government agencies and other regulating bodies, funding or industry bodies as required. This includes compliance with Australian Skills Quality Authority (ASQA) and National Centre for Vocational Education Research (NCVER) reporting requirements.

Personal information will not be used or disclosed for any other purpose unless the student has provided consent.

Use of Photographs and Videos

NTHA Training may use photos or video footage of students for marketing, promotion or publicity purposes. Students who appear in photos or video footage are asked to sign a NTHA Training Media Release Form, which gives permission to use the images for the above purposes. You have the right to refuse to participate in photography or video shoots, or to refuse consent for the utilisation of a photograph or video footage.

Access to collected information

NTHA Training will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date. Students have the right to access personal information held about them. If your information changes, please notify us as soon as possible.

If you wish to authorise a third party to access your records, then we will need to be notified of such an arrangement in writing.

Data security

NTHA Training will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

NCVER is committed to managing personal information in an open and transparent way.

Our Privacy Policy explains how the NCVER complies with:

- the Privacy Act 1988 (Privacy Act), including the Australian Privacy Principles (APPs)
- Subdivision B of the National Vocational Education and Training Regulator Act 2011 (NVETR Act)
- Divisions 4 and 5 of the Student Identifiers Act 2014 (SI Act) and the Student Identifiers Regulations
- the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- the National VET Data Policy.

We only collect the information we need to do our work. We regularly review our processes to make sure the information we collect is protected in the best possible ways.

Types of personal information NCVER collect and hold

We collect personal information to produce statistics, undertake research, and to help manage and operate our business.

If you are a VET student, we may collect and hold the following types of personal information about you:

- name, address and contact details (e.g. telephone number and email address)
- personal identifiers (e.g. government related identifiers)
- demographics (e.g. age, gender)
- personal characteristics and personal opinions (e.g. date of birth, country of birth, language spoken at home, Indigenous status, disability status (including types of disability), employment information, and income
- education information (e.g. training enrolment and result details)

If you otherwise engage with us, we may collect and hold the following types of personal information about you:

- name, organisation, position, address and contact details (e.g. phone number, email address)
- dietary requirement for events and biographical information for keynote speakers
- information received as part of a recruitment process if you apply for a position with us (e.g. resumes and referee reports)
- audio and video recordings of you (as part of testing or your involvement in research, and with your consent).

How NCVER collect and hold personal information

We may collect personal information about you directly from you as well as indirectly from third parties, such as from other government agencies and data custodians that make their data available to us.

We may collect your personal information directly from you:

- using surveys
- when you contact us
- when you sign up to our subscription services
- if you work for a registered training organisation and ask for our help with data submissions
- if you request data or other information from us

- if you take part in our research projects
- when you apply for a position with us.

If you are a student, we may also collect your personal information from other organisations, such as:

- from your training provider
- from administrative data sources (e.g. from data collected by state/territory training authorities and Boards of Studies).

We sometimes use third-party providers to help us collect statistics and undertake research on our behalf. These third-party providers are legally bound to meet privacy standards and our expectations. They will also have their own privacy policies, processes and security protections that we review to ensure their approach to privacy reflects our own.

We separate identifiable information, such as names and addresses, from other information as soon as possible. We store this information securely and separately so that our analysts cannot view your name or address with your other information (e.g. age, gender, training activity, level of education or employment status).

Keeping your personal information safe

We take the security of your personal information seriously and take active steps to protect personal information and data from cybercrime, interference, misuse, modification, and unauthorised access or disclosure.

Our information security management system aligns with the requirements of ISO 27001 (Information Security Management System) and ICT systems security recommendations published by the Australian Signals Directorate.

Generally, NCVER retains personal information for as long as it is required for its business activities, and for as long as we are legally required to retain the information. When personal information is no longer necessary for the business activity it was collected for, and it is legal to do so, NCVER destroys or takes reasonable steps to de-identify the information.

We assess the impact of our activities on your individual privacy by conducting Privacy Impact Assessments, which help us design new processes, manage change, and keep your information safe.

How NCVER use your personal information

We only use your personal information for the purposes for which it was given to us.

If you are a VET student, we may use your personal information:

- To produce statistics and research relating to education. This may involve combining your information with other sources of data to help policy makers and researchers gain a better understanding VET sector dynamics and performance, support critical policy and other decision making, and shed light on evolving VET sector priorities. This is known as data integration.
- To understand how the VET market operates
- To invite you to participate in a survey.

If you otherwise engage with us we may use your personal information:

- To provide you with information or services you have requested from us
- In our recruitment processes
- For consulting with you on our products and services.

Disclosure of your personal information

If we disclose personal information, we do so only as permitted by the NVETR Act, the Privacy Act, and other relevant legal requirements, such as the National VET Data Policy.

We may disclose your personal information where:

- You have agreed
- You would reasonably expect, or have been told, that we may disclose information in a particular circumstance or to a particular person or organisation
- It is required or authorised by law.

The [NVETR Act](#) authorises us to disclose information to any of the following bodies for the purposes of that body:

- the Australian Government Department of Employment and Workplace Relations
- another Commonwealth authority
- a State or Territory authority (other than a registered training organisation) that deals with, or has responsibility for, matters relating to vocational education and training
- a VET Regulator.

Further to this, the [National VET Data Policy](#) authorises us to share personal information for:

- (a) populating authenticated VET transcripts
- (b) administering VET, including program administration, regulation, monitoring and evaluation
- (c) facilitating statistics and research relating to education, including surveys and data linkage
- (d) understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER does not intend to disclose your personal information to any overseas recipients.

NCVER websites

When you browse our websites (ncver.edu.au, lsay.edu.au, vocedplus.edu.au, <https://avs.ncver.edu.au>), we collect the following information about your visit:

- your server or IP address (the name or number that uniquely identifies the computer you are using to connect to the internet)
- date and time of your visit
- web pages you accessed.

No personal information is recorded.

We use this information to manage and improve our websites, products and services.

Where there are links on our websites to third party websites, we cannot guarantee the privacy of those sites and are not responsible for the privacy practices of the linked websites.

Web analytic and survey services

Our websites use Google Analytics, Facebook Pixel, Mailchimp, and Hotjar, web analytic services provided by Google Inc, Facebook and Mailchimp (United States) and Hotjar Ltd (Malta). Information about your use of our websites (including your IP address) is transmitted and stored on servers (Google, Facebook and Mailchimp - United States and Hotjar – Malta). Google, Facebook, Mailchimp and Hotjar use this information to compile reports on website activity for us and to provide other services relating to website activity and internet usage. These services have their own privacy policies, which you can access on their websites.

Excluding student surveys and employer surveys, we occasionally use SurveyMonkey for research or for gathering views from users of our products and services. When you enter information for a survey conducted by NCVER using SurveyMonkey, your responses are stored on servers (United States). This service has its own privacy policy, which you can access from their website.

Social networking services

We use social networking services such as Facebook, Twitter, LinkedIn, Instagram and YouTube to communicate with the public about our work. When you communicate with us using these services, we may collect your personal information to communicate with you and the public.

The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access the privacy policies for these services on their websites.

Anonymity and Pseudonymity

Where possible, we allow individuals to interact with us anonymously or pseudonymously. Examples of situations where it is not possible to offer anonymity include servicing data requests, resolving client support service requests, registrations for events, document delivery requests and HR management.

Access to and correction of personal information

You can ask to access, and correct, personal information we hold about you at any time. Just contact us using the details below. If you would like to correct your information, in the first instance, please contact your registered training organisation (RTO).

Contact details

NTHA Training	NCVER
Phone: 1800 822 621 Monday to Friday, between the hours of 8am and 4pm (QLD time). Email: info@ntha.edu.au Postal: 34/256-258 Musgrave Road, Coopers Plains, QLD 4108	Phone: (08) 8230 8414, Monday to Friday, between the hours of 9am and 5pm (SA time). Email: privacy@ncver.edu.au Postal: Privacy Officer, NCVER, PO Box 8288, Station Arcade, SA 5000.