

### What you need to know – key take outs

ITeC Academy holds personal and sensitive information about its students, volunteers, contractors and prospective employees.

ITeC Academy has strict legislative obligations to keep that information secure, collect only what information is necessary, and use that information for the purpose that it was collected.

Every employee, Director, volunteer and contractor is responsible for ensuring we meet these obligations.

Our students, customers, volunteers, contractors and prospective employees place great trust in us when they share their personal and sensitive information with us. Privacy compliance is critical in ensuring we respect and maintain their trust.

**Always read this policy in conjunction with the related procedures identified below.**

<b>Policy principles</b>	<p>ITeC Academy approaches compliance with its privacy obligations holistically and in the context of the IRT Group Risk Management Framework and its approach to information governance.</p> <p>The following principles guide our overall approach to compliance with our privacy obligations:</p> <ul style="list-style-type: none"> <li>• Our procedures will demonstrate respect for the trust that our students, customers, volunteers, contractors and prospective employees place in IRT by providing their personal and sensitive information.</li> <li>• We will do all things reasonably necessary to ensure that this trust is maintained through compliant procedures.</li> <li>• All of our employees, Directors, volunteers and contractors play an active role in ensuring information is protected.</li> <li>• Our employees, Directors, volunteers and contractors will be provided with adequate training to ensure they understand IRT's privacy obligations.</li> <li>• We will develop and maintain procedures to ensure that the personal information of our students, customers, volunteers and prospective employees is collected, stored, used and disclosed in accordance with IRT's privacy obligations.</li> </ul>
<b>Purpose</b>	<p>Outline responsibilities for collection, storage, use, disclosure, provide access to, and amendment of personal and sensitive information.</p> <p>Set out ITeC Academy's Privacy Policy in accordance with the Privacy Act to ensure our students, customers, volunteers, contractors and prospective employees understand how we will deal with their personal and sensitive information.</p>
<b>Risk statement</b>	<p>IRT and the ITeC Academy have a low-risk appetite for failing to meet our legislative obligations.</p>

<b>Scope</b>	All employees, Directors, volunteers, contractors and/or third parties acting on behalf of ITeC Academy.
<b>Related procedure</b>	1.38.01 Data Breach Response and Notification Procedure RTO Procedure Manual – see sections: <ul style="list-style-type: none"> <li>- Privacy</li> <li>- Student Access to Records</li> </ul>
<b>Related documents</b>	<ul style="list-style-type: none"> <li>• 1.10 Records and Information Management Policy</li> <li>• 5.04 Risk Management Policy</li> <li>• 1.03.813 Record Retention and Reporting Policy</li> <li>• Student Handbook</li> <li>• Procedure Manual</li> <li>• Administration Process Manual</li> <li>• Enrolment Form</li> <li>• Enrolment Variation Form</li> </ul>
<b>Compliance requirements</b>	<ul style="list-style-type: none"> <li>• Privacy Act 1988</li> <li>• Student Identifiers Act 2014</li> <li>• Standards for RTOs 2025 <ul style="list-style-type: none"> <li>○ Standard 4. Governance <ul style="list-style-type: none"> <li>4.1 The RTO operates with integrity and is accountable for the delivery of quality services.</li> </ul> </li> </ul> </li> <li>• Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements <ul style="list-style-type: none"> <li>○ Division 3. Accountability</li> <li>○ Section 20 Compliance with laws</li> </ul> </li> </ul>
<b>Diversity Statement</b>	IRT is committed to respecting, valuing and celebrating diversity in all its forms in our customer, older people and workforce population and catering for diverse needs through respectful, inclusive and equitable practices.
<b>Policy owner</b>	General Manager ITeC Academy
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## 1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs 2025 and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
Privacy Act 1988	The Privacy Act requires that ITeC Academy have a Privacy Policy that sets out how ITeC Academy will deal with personal and sensitive information.
Student Identifiers Act 2014	The Student Identifiers Act 2014 (the Act) prevents anyone other than the USI account owner from collecting, using or disclosing USI information without consent unless permitted by the Act.
Standards for RTOs 2025	Standard 4. Governance 4.1 The RTO operates with integrity and is accountable for the delivery of quality services
Compliance Standards for NVR Registered Training Organisations	Division 3. Accountability Section 20 Compliance with laws

## 2 Privacy Policy

- The Privacy Act requires that ITeC Academy have a Privacy Compliance Policy that sets out how ITeC Academy will deal with personal and sensitive information.
- ITeC Academy's Privacy Policy is set out in this document.
- All employees, volunteers, Directors, and contractors must ensure that they only deal with personal and sensitive information in the manner described in the ITeC Academy Privacy Compliance Policy.

## 3 Policy details

ITeC Academy is a division of IRT Group, a public benevolent institution and we are committed to protecting your privacy. This Privacy Policy outlines how we will collect, hold, use and disclose your personal information. We are committed to complying with our obligations under the Australian Privacy Principles, the Privacy Act 1988 (Cth) and various commonwealth, state and territory laws relating to our dealing with personal information including health records.

By applying for or using any of the products or services we provide, or providing us with your personal information, you agree to your personal information being collected, held, used and disclosed as set out in this Privacy Policy.

### **What personal information do we collect and hold and how do we collect it?**

To provide the student with the products or services that you have requested, we need to collect certain personal information from them. Whenever it is reasonable and practicable to do so, we will collect personal information directly from the individual. Depending on the product or service requested, we may also collect sensitive information.

The type of information we collect will depend upon the type of product or service requested from the RTO and may include:

#### **Personal information**

- name, gender and date of birth
- contact details including phone numbers, address, email address
- financial information including the student's financial institution account information
- government identifiers such as; Medicare number, unique student identifier
- location information

#### **Sensitive information**

- disability information if relevant to enrolment
- video, images, audio and other data from monitoring devices (e.g. virtual meeting recordings, CCTV)

We may collect personal information (including sensitive information) from students in several ways, including:

- in writing, including through forms
- over the Internet, including via our website, Apps, email, online forms, Web Chat, surveys
- verbally over the phone, or in person
- through monitoring devices e.g. WebEx virtual meeting platform

Where it is reasonable and practicable, we will endeavour to collect personal information directly from the student/guardian. If we are unable to collect the information directly from the student/guardian, we may also collect information from others including:

- the appointed representatives (e.g. parent/guardian)
- statutory authorities, government departments, schools
- publicly held information including public registers or websites.

**What if the student does not provide all the information we have requested?**

The student does not have to provide us with their personal information. However, if you they do not, we may be unable to assist them or provide them with a product or service.

**For what purposes do we collect, hold, use and disclose personal information?**

We collect, hold, use and disclose student personal information to:

- answer an enquiry made
- assess an application for enrolment into a training course
- inform the student of products and/or services that we may provide
- conduct research including market or academic research projects in collaboration with educational institutions
- assess an application for employment or volunteering with us
- monitor and assess the effectiveness and appropriateness of our products and services to meet the individual needs of the enrolling/enrolled student
- maintain and improve our products and services, auditing, quality assurance and training
- any other purposes communicated to the student at the time we collect the personal information or otherwise agreed to with respect to our products or services. (these are known as the primary purpose for collecting personal information).

**We may also use or disclose student personal information:**

- where a student has consented to the use or disclosure, for example under any agreement entered into with us
- for a secondary purpose that is related to the primary purpose where the student would reasonably expect us to use or disclose that information for that secondary purpose
- if we reasonably believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to an individual's life, health or safety, or a serious threat to public health or public safety
- as authorised or required by law.

We may disclose student personal information to:

- our agents and service providers and related entities
- other persons authorised by, or responsible for the student
- Government departments and agencies (e.g. Centrelink, NSW Department of Education, Skills Canberra) and statutory authorities (e.g. National Centre for Vocational Education Research, Australian Skills Quality Authority)
- our professional advisors
- other parties to whom we are authorised or required by law to disclose information.

Where we engage other service providers, agents, contractors or distributors, we take reasonable steps to protect the privacy of all personal information disclosed and require them to comply with all relevant privacy laws.

### **Do we use student personal information to directly market and communicate with students?**

We may use or disclose student personal information and contact the student by post, telephone, SMS, email, or other electronic means, to provide them with information and offers about our products and services or products and services offered by other organisations. They can contact us at any time to 'opt out' of receiving these communications by calling us on 134 478 or simply follow the instructions in the relevant communication.

### **How do we hold and secure personal information?**

We hold student personal information in a combination of hard copy and in electronic form. We take reasonable steps to ensure that your personal information we hold is protected against misuse, loss, unauthorised access, modification or disclosure.

Some of our service providers are in countries outside of Australia and we may disclose personal information to these parties. We strive to ensure that our contractual arrangements with these service providers include an obligation that the recipient of the information complies with privacy laws to maintain the security of personal information collected.

We hold student personal information for as long as it is required to provide the student with products or services, or for any period we are required to keep that information by law. If we no longer require retaining the student's personal information for any purpose, we will take reasonable steps to securely destroy or permanently de-identify that information.

### **How student/s access and correct/update personal information?**

Students can request access to their personal information that we hold.

So that we can consider requests efficiently, we may request the student submit the request in writing or may ask the individual to complete a form.

We may charge the individual a reasonable fee to cover matters such as; retrieving, copying and sending out the information, but we will not charge for making the request.

We may decline a request for access to personal information, including where we no longer hold the information, or where we are required or permitted by law not to provide access to the information requested. If we can't meet the request for access, Academy personnel will respond accordingly in writing including reasons for the decline.

We take reasonable steps to ensure that the personal information we collect, hold, use or disclose is accurate, up-to-date and complete. However, we rely on students to advise us of any changes to your personal information to achieve this. If a student believes that any personal information we hold is inaccurate, incomplete or out-of-date, they may contact ITeC Academy to update this personal information.

### How can a complaint be made regarding privacy?

If a student has a complaint about our handling of personal information or they believe there has been a breach of the Australian Privacy Principles or this Privacy Policy, please contact on:

- by mail to:  
The Privacy Officer  
IRT Group  
PO Box 2106  
WOLLONGONG DC NSW 2500
- by calling us on 134 478
- by email to [privacy@irt.org.au](mailto:privacy@irt.org.au)

We will endeavour to resolve all complaints as efficiently and effectively as possible and in accordance with our complaint handling procedure and policy in place at that time. If you are dissatisfied with our response or the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

- by mail: GPO Box 5218 Sydney NSW 2001
- by calling: 1300 363 992
- by email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

### How do we make changes to this Privacy Policy?

We may change this Privacy Policy at any time. Any change that is made shall be effective from the time that the updated Privacy Policy is posted on our website.

Your continued use of our products or services, or provision of further personal information to us after this Privacy Policy has been revised, constitutes your acceptance of the revised Privacy Policy.

IRT Group is a business name of Illawarra Retirement Trust ABN 52 000 726 536. This Privacy Policy applies to IRT Group and any related entity (ITeC Academy) unless specified otherwise by a related entity.

#### **In practice example:**

Person A is applying to ITeC Academy to enrol into the Certificate III in Hospitality. As part of the application process the student provides digital copies of their Medicare card and authorise ITeC Academy to verify their unique student identifier through the "USI" portal. The student provides this authorisation by signing the enrolment application giving the RTO the necessary permission to collect this personal information.

## 4 Roles and responsibilities

Role	Responsibility
All employees, volunteers, Directors and contractors	<ul style="list-style-type: none"> <li>Deal with personal and sensitive information strictly in accordance with this Policy and related procedures.</li> <li>Report any suspected breach of this Policy immediately that is consistent with 1.38.01 Data Breach Response and Notification Procedure.</li> <li>Ensure that no personal or sensitive information is stored in a computer or cloud-based system that is not an Endorsed Enterprise System.</li> <li>Comply with IRTs Records and Information Management Policy to ensure that personal and sensitive information is kept secure and kept for only as long as required by law.</li> <li>Only access personal and sensitive information where there is a genuine need for such access.</li> </ul>
Managers	<ul style="list-style-type: none"> <li>Where a contractor of any nature is given access to personal and/or sensitive information, that contractor has entered a written contract with IRT and the Legal Team have endorsed the privacy terms of the contract as complying with the Privacy Act.</li> <li>Ensure that any new system development incorporates a review of privacy obligations in conjunction with the Legal Team before any contract is entered into.</li> <li>Ensure that business processes within their area of responsibility are always compliant with privacy obligations.</li> </ul>
IT Team	<ul style="list-style-type: none"> <li>Ensure that any new system development is not endorsed by IT before privacy compliance endorsement has been completed by the Legal Team.</li> <li>Ensure Enterprise Endorsed Systems and the IRT Network are kept secure consistent with IT security policies.</li> </ul>
Legal Team	<ul style="list-style-type: none"> <li>Review of contracts and processes to ensure privacy compliance</li> <li>Provide legal advice regarding legislative obligations relevant to the policy.</li> </ul>
General Manager ITeC Academy	<ul style="list-style-type: none"> <li>Oversight of privacy compliance</li> <li>Approve policy</li> </ul>



Role	Responsibility
Compliance Manager	<ul style="list-style-type: none"> <li>• Subject matter expertise relating to the regulatory Standards for RTOs</li> <li>• Draft policy content.</li> </ul>

## 5 Definitions

In this Policy, words have the following meaning:

Term	Definition
Endorsed Enterprise System	ITeC Academy (IRT) core operating systems: <ul style="list-style-type: none"> <li>• aXcelerate</li> <li>• Epicor</li> <li>• Coupa</li> <li>• Content Manager</li> <li>• Salesforce</li> <li>• Protecht</li> <li>• Success Factors</li> <li>• LLN Robot</li> <li>• SharePoint</li> <li>• Workplace by Meta</li> <li>• IRT Supplier Portal</li> <li>• Monday.com</li> </ul>
Personal Information	Personal information is any information or an opinion about an identified individual, or an individual who is readily identifiable whether the information or opinion is true or not or recorded in a material form or not.
Privacy Policy	The Privacy Policy contained within this document.
Sensitive Information	Sensitive information is a subset of personal information and may include information about an individual: <ul style="list-style-type: none"> <li>• race or ethnic origin</li> <li>• disability</li> <li>• criminal record.</li> </ul>
RTO	Registered Training Organisation