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## **Privacy Policy**

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### **Purpose**

360 Training Academy (referred to as we, us or our) has implemented this Privacy Policy to provide individuals with information about how we hold and use personal information we collect.

By providing your personal information to 360 Training Academy trading as getmyrsa, you consent to its collection, use, storage and disclosure in accordance with this Privacy Policy.

If you wish to make any inquiries regarding this Privacy Policy, you should contact us using the contact details specified below.

We respect your privacy and are committed to protecting your personal information. This document sets out our policy on how we will manage your personal information.

This policy applies to all 360 Training Academy employees, associates, students and stakeholders.

### **Personal information**

Has the meaning given in section 12 of the Information Privacy Act 2009 (Qld).

The personal information collected and held about you includes but is not limited to:

- your name, address, email address, age, gender, tax file number, citizenship, unique student identifier, occupation, contact information;
- information about your education history and other related information if you are a student registered with us;
- payment details, such as your credit card details;
- details of courses undertaken with us;
- background checks including police checks and working with children checks if you apply for employment or other related positions;
- any audio or video-recording of you while in education or training programs or on our campuses;
- health and sensitive information including information about your health ; or other sensitive information about you (for example, information about your racial or ethnic origin).
- other information provided voluntarily by you, for example in response to surveys or competitions.

### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

360 Training Academy may use your personal information for the primary purpose for which it was collected and secondary purposes either related to the primary purpose or as otherwise set out in this Privacy Policy.

Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment you might submit to us;
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation / completion;
- verify your identity;
- develop student registers to enable us to communicate with you and any nominated parent/guardian;
- facilitate health, safety and wellbeing at our campuses and other training locations (including online);

- develop, run, administer and promote competitions, programs, activities and other events run by us, including promotions on social media;
- market and promote products, services, merchandise and special offers made available by us or our respective commercial partners;
- administer and manage our websites and provide you with access to those websites;
- administer and manage any account you may hold with us;
- keep adequate records for audit, record keeping and compliance purposes;
- keep you informed of news and information relating to 360 Training Academy, including by distributing newsletters, publications and other communication via various mediums including direct mail, email and SMS / MMS messages;
- if you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your or your employer's engagement with us and otherwise as specified in this Privacy Policy; and
- research and develop new programs, activities and other events relating to education and other related products and services.

We respect that you may not wish to share your personal information with us and we will take reasonable steps to allow you to opt-out of sharing information if that is possible.

You can contact us using the details specified below if you do not want to receive marketing information (such as our newsletters, publications and other communications) or use the unsubscribe option within electronic communications. However, you cannot opt out of receiving administrative messages in relation to any course in which you are currently enrolled.

We may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information.

We do not otherwise use or disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter into with us; or
- required or authorised by law, including without limitation under the *Information Privacy Act 2009*(Qld) or the *Right to Information Act 2009* (Qld).

If you choose not to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

### **How we disclose your 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 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 NCVER 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](http://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.

### **Contact information**

At any time, you may contact Administration to:

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

We take all privacy complaints seriously and will investigate any such complaint in a confidential manner. You will be informed of the outcome of the investigation within a reasonable period of time.

### **Changes to this Privacy Policy**

From time to time, we may need to change this Privacy Policy to reflect our changing business practices. We will notify you of any amendments by posting an updated version of this Privacy Policy on our website.