

## PRIVACY NOTICE and POLICY

### 1 Notice and Policy

This privacy notice and policy sets out to explain how First Choice College collects, shares, and uses personal information about our students and how students can exercise their privacy rights.

### 2 Scope

This notice and policy applies to all First Choice College students, staff, contractors and third party stakeholders of First Choice College.

## First Choice College Privacy Notice

### 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. If personal information is not collected, we may not be able to process your enrolment and accept you as a student.

### How we use your personal information

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

### 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 authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

In some instances, we may receive a request to share your personal information with registration bodies outside of Australia, which may include Belgium, Canada, Ireland, New Zealand, Poland, South Africa, United Kingdom, United Arab Emirates and the USA. This request would relate to verifying your qualification/s. Your details will not be shared with these organisations without your consent.

## 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.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

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 this RTO.

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>.

\*If you are unable to access the DESE VET Privacy Notice website, please contact First Choice College.

## 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 First Choice College 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

If you need to contact First Choice College, you can do so using the below contact details.

Phone: (07) 5689 5060

Email: [rto@fcc.edu.au](mailto:rto@fcc.edu.au)

## VET Data Use Statement and RTO Declaration and Understanding

First Choice College agrees to and abides by the VET Data Use Statement and RTO Declaration and Understanding.

## First Choice College Privacy Policy

### Privacy Act 1988 and Australian Privacy Principles

First Choice College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988 and Australian Privacy Principles that regulates the collection, use and storage of personal information by private sector organisations.

First Choice College does not seek to collect personal information unless that information is necessary for one or more of its functions or activities and is collected from that individual. First Choice College will collect personal information only by lawful and fair means and not in unreasonably intrusive ways. We will not release any of your information to any person or agency without your permission unless we are required to do so by law.

First Choice College may use or disclose personal information:

- that is general and non-specific information e.g. location, sex, age and results to agencies to inform future funding arrangements and/or statistical data gathering requirements,
- when the intended use is related to the primary purpose of collection,
- when required for a secondary purpose such as external auditing and/or direct marketing,
- to third parties, including traineeship supervisors, Australian Apprenticeship Network Providers (AASN), and contractors e.g. trainer and assessors, for the purposes of providing information, products, and services to you.
- to communicate in the case of emergency

Where First Choice College collects personal information from an individual, we will take reasonable steps to ensure that the individual is aware of:

- the identity of First Choice College and how to contact us,
- the fact that the individual can gain access to the information,
- the purposes for which the information is collected,
- the organisations or types of organisations to which First Choice College usually discloses information of that kind,
- any laws that require the information to be collected,
- the main consequences (if any) for the individual if all or part of the information is not provided.

## Security and data protection

First Choice College is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial mechanisms and procedures to safeguard and secure that information, and to protect your sensitive information from misuse, interference, loss and unauthorised access, modification and disclosure.

While no information transmitted via the internet can ever be guaranteed to be secure, therefore the transmission and exchange of information via the internet is at your own risk, we apply every reasonable measure to provide the highest degree of security possible in accordance with this Privacy Policy and Notice, the Australian National VET Data Policy, the Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB Act), and the Australian Privacy Principles.

## Usage of First Choice College's Website

First Choice College may use Cookies on our website. Cookies are small files that ask permission to be placed on your computer's hard drive. Once you agree, the file is added, and the Cookie helps analyse web traffic or lets you know when you visit a particular website.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs and preferences by collecting and remembering information about you. A Cookie does not give us access to your computer or any information about you, other than the data you provide to us. You can choose to accept or decline Cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may however, prevent you from taking full advantage of the website.

First Choice College may also use web beacons on its website. Web beacons or clear .gifs are small pieces of code placed on a web page to monitor the behaviour and collect data about the visitors viewing the web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

## External Links to other websites

Our website and learning content may contain links to other websites of interest, however we do not have any control over those websites. We are not responsible for the protection and privacy of any information which you provide whilst visiting external websites.

## Controlling your personal information

Providing First Choice College with your personal information is entirely optional to you. You can choose not to provide personal information; however this may impact your ability to enrol or effectively complete your studies. When you provide us with your personal information, you consent to the terms in this Privacy Policy and Notice, and to us disclosing or receiving your personal information for the purposes listed herein.

## Updating your personal information and permission

If you believe that any of the information that First Choice College holds on you is inaccurate, out of date or incomplete, you may apply in writing at any time to amend or update your details. We rely solely on students/prospective students advising us when their personal information changes and take no responsibility for communications which are missed or not received due to information held on file which is out of date. Any request to update personal information must be received in writing.

You may choose to update permissions previously provided to us for the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, to third parties including employers or mentors, you may change your mind at any time by contacting us in writing.

First Choice College may communicate via email with marketing related material and offers. We limit this communication and apply every effort to ensure the material you receive is of interest/relevant to you. You have the right to unsubscribe or opt out of communications at any time by unsubscribing on marketing emails.

## Privacy concerns or complaints

If you believe that First Choice College has breached the Australian Privacy Principles, the National VET Data Policy, or this Policy and notice, a breach of privacy notification can be submitted in writing, which will be investigated in full within a reasonable timeframe. Upon completion of the investigation, you will be provided with the investigation outcome, including what action has been taken to remedy the breach.

## Contact Details

First Choice College can be contacted via:

- Phone: (07) 5689 5060
- Email: [rto@fcc.edu.au](mailto:rto@fcc.edu.au)
- Postal: PO BOX 604, Surfers Paradise QLD 4217