

# Privacy and Data Management Policy



## Purpose

This policy outlines the principles and procedures relating to the charging, collection, and refunding of fees by ICETS. It ensures transparency, consistency, and fairness in financial dealings with learners and complies with the Standards for RTOs 2015.

## Scope

This policy applies to current, former, and prospective students of Investigation Compliance & Enforcement Training Systems (ICETS).

The scope of the policy includes data, in all mediums including electronic or non-electronic (physical and hybrid) created, collected, managed, stored, disseminated, and disposed of.

## Collection

Personal information will be collected by lawful or reasonable methods. This information is collected usually through electronic means and at times in hard copy format. ICETS preferred source of personal information is directly from the student. ICETS may also record various communications with all related individuals.

Personal information is collected for the National VET Regulator and ICETS to properly and efficiently carry out their functions. The National VET Regulator only collects such information for purposes that are reasonably necessary for, or directly related to, its functions or activities under the *National Vocational Education and Training Regulator Act 2011* (NVR Act), the *Education Services for*

*Overseas Students Act 2000* (ESOS Act), or the *Freedom of Information Act 1982* (FOI Act).

ICETS may also collect information in relation to recruitment, human resource management, planning, administration, policy development, program evaluation and other corporate service functions.

## **Use and Disclosure of Personal Information**

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### **Disclosing Personal Information**

ICETS will only disclose personal information of a student in the following circumstances:

- The disclosure is required or authorised by or under law; or
- The individual concerned has expressly consented to or implied consent to the disclosure in writing or phone call;
- The person disclosing the information believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, or for the protection of the interests of the government, statutory authority or statutory officeholder as an employer; or
- The student is under the age of 18 years, therefore personal information, attendance details, progress and results may be disclosed to respective parent(s)/guardian(s); or
- The student enrolls or applies to enrol at another institute, and the situation favours the student, therefore personal information may be shared with those institutes; or
- To meet the requirements of the Australian Government Agencies, including the Department of Education & Training (DET), National Centre for Vocational Education Research (NCVER) and Australian Skills Quality Authority (ASQA)

and designated authorities such as the Tuition Assurance Scheme and the Australian Taxation Office; or

- ICETS has reason to suspect that illegal or unlawful activity is being or has been engaged in. The personal information will only be used or disclosed if it is necessary to the investigation of the matter or in reporting its concerns to relevant persons or authorities.

## **Use of Personal Information**

ICETS may only use or disclose personal information for direct marketing purposes in limited circumstances, for example where the individual would reasonably expect ICETS to use their information in that way or the individual consents to such use or disclosure.

For example, ASQA's newsletter, ASQA Update, is sent to the Chief Executive Officer of an RTO, as published on the national register ([training.gov.au](http://training.gov.au)), which is maintained by Department of Education, Skills and Employment<sup>[1]</sup> (DESE), and to individuals who have subscribed to the email service. ASQA's newsletter has an 'unsubscribe' option located at the bottom of every edition.

<sup>[1]</sup> Or the department responsible for VET education under machinery of government changes.

## **Security**

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ICETS take all reasonable steps to protect the personal information held against misuse, interference, loss and unauthorised access, modification or disclosure.

When no longer required, personal information is destroyed in a secure manner or deleted in accordance with the General Disposal Authority issued by the National Archives of Australia.

## **Legislation**

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The Policy is written in accordance with:

- *Higher Education Support Act 2003 (HESA);*
- *Information Privacy Act 2009;*
- *Data Provision Requirements 2012;*
- *National Vocational Education and Training Regulator Act 2011 (NVR Act), and*
- *Freedom of Information Act 1982 (FOI Act).*

## Complaints

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If an individual is dissatisfied with the way their personal information is collected, used or accessed, they can make a complaint in accordance ICETS Complaints and Appeals Policy.

## Contact

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If you have any questions about how ICETS collects, holds, uses or discloses your personal information or about requests for access to or correction of your personal information or lodging a privacy complaint, please contact an ICETS team member via:

**Telephone:** 1300 795 945

**Email:** [info@icets.com.au](mailto:info@icets.com.au)

**Post:** PO Box 131, Brisbane Qld 4001

## Version History

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Version	Date	Author	Summary of Changes
1.0	20/05/2025	COO	Created as individual policy (removed from

			student handbook)