

Table of Contents

| | |
|---|---|
| 1. Purpose | 2 |
| 2. Scope..... | 2 |
| 3. Responsibility | 2 |
| 4. Policy..... | 2 |
| A. Collection of Personal Information..... | 2 |
| B. Use of Personal Information | 2 |
| C. Disclosure of Personal Information | 3 |
| D. Access and Correction..... | 3 |
| E. Data Retention..... | 3 |
| F. Contact Information..... | 3 |
| G. Changes to this Privacy Policy | 4 |
| 5. Related Documents and Forms | 4 |

1. Purpose

Chandler RTO is required to comply with Federal law regarding Privacy and confidentiality of employees, clients and contractors. The purpose of this policy is to outline how Chandler RTO complies with Privacy Act 1988 and Australian Privacy Principles (APPs).

2. Scope

This policy applies to all Employees, Students and Clients of Chandler RTO.

3. Responsibility

CEO and domestic administration department is responsible for implementation of this policy and compliance officer is responsible to maintain the policy.

4. Policy

At Chandler RTO, we are committed to protecting the privacy and personal information of our students, employees, and other individuals who interact with us. This Privacy Policy outlines how we collect, use, disclose, and store personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

A. Collection of Personal Information

We collect personal information that is necessary for providing our educational and training services. The types of personal information we may collect include:

- i. Contact details (such as name, address, email address, and phone number)
- ii. Date of birth
- iii. Identification information (such as student ID or employee number)
- iv. Educational history and qualifications
- v. Employment details (for employees and contractors)
- vi. Payment and billing information
- vii. Information provided in applications, enrolment forms, and other relevant documents
- viii. Communication records (such as emails, correspondence, and telephone conversations)
- ix. Other information relevant to our educational services and operations

We collect personal information directly from individuals or their authorized representatives through various channels, including our website, online portals, forms, telephone, email, and in-person interactions.

B. Use of Personal Information

We may use personal information for the following purposes:

- i. Providing educational and training services
- ii. Enrolling students and processing applications
- iii. Managing student records and academic progress
- iv. Communicating with students, employees, and stakeholders

- v. Responding to inquiries, requests, and complaints
- vi. Delivering administrative and support services
- vii. Processing payments and issuing invoices
- viii. Monitoring and ensuring compliance with relevant regulations and standards
- ix. Conducting research and statistical analysis (in an aggregated and de-identified form)
- x. Marketing and promotional activities (with consent, where required by law)
- xi. Any other purpose necessary for the operation of our training organization

C. Disclosure of Personal Information

We may disclose personal information to third parties in the following circumstances:

- i. Service providers: We may engage third-party service providers, contractors, or agents to assist in the provision of our services, such as IT support, payment processing, and course materials delivery. These parties are contractually obligated to handle personal information in accordance with applicable privacy laws and our instructions.
- ii. Educational partners: In some cases, we may collaborate with other educational institutions or organizations to provide joint educational programs or services. In such instances, we may share relevant personal information with these partners for the purposes of coordinating and delivering these programs.
- iii. Government authorities: We may disclose personal information if required by law, court order, or government regulation, or if necessary to protect our legal rights or the safety of individuals.
- iv. Other authorized parties: We may disclose personal information with consent from the individual or as otherwise authorized by law.

D. Access and Correction

Individuals have the right to request access to the personal information we hold about them and to request corrections if the information is inaccurate, incomplete, or out of date. Requests for access or correction should be submitted in writing to our Privacy Officer using the contact details provided in Section 7.

E. Data Retention

We retain personal information for as long as necessary to fulfill the purposes for which it was collected, unless a longer retention period is required or permitted by law. When personal information is no longer needed, we will securely destroy or de-identify it.

F. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of personal information, please contact our Officer at:

Chandler RTO

[Address - Level 1, 3C Belair Avenue Glenroy VIC 3046]

[Phone number - **03-8609 1393**] [Email address info@chandler.edu.au]

G. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The revised Privacy Policy will be effective upon posting on our website. We encourage individuals to review this Privacy Policy periodically to stay informed about how we collect, use, and protect personal information.

By interacting with us, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

5. Related Documents and Forms

- Enrolment Form