

SP4 Privacy and Personal Information

Version: 1

Policy Owner: Head of Quality and Curriculum

Approved by: CEO

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1.0 Purpose

This policy outlines the RTOs approach to collecting and maintaining information of potential and existing learners including information that personally identifies the individuals.

2.0 Scope

This policy applies to all employees, partners and associates of the RTO (121531) in relation to collecting personal information from learners and potential learners.

This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

3.0 Definitions

Term	Definition
OSRTOs	Stands for Outcome Standards for Registered Training Organisations (RTOs) 2025.
RTO	Stands for Registered Training Organisation, and in this case means the The RTO (121531)

4.0 Policy

In the course of its business, the RTO may collect information from learners seeking to enrol including information that personally identifies the individuals. The RTO may also record various communications between individuals and the RTO.

In collecting personal information the RTO will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

4.1 Collection and use of Personal Information

The RTO will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the RTO. The RTO will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the RTO.

Victoria - Consent from the individual is obtained via the Application Form where the individual recognises the Victorian Government Student Enrolment Privacy Notice and declares their agreement with its terms.

New South Wales - Consent from the individual is obtained via the Application Form where the individual signs or electronically accepts (including by ticking a check box) a consent form that includes the wording set out in Schedule 1 of Smart and Skilled Operating Guidelines.

The information requested from individuals by the RTO will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, and to report to government agencies as required by law. If an individual chooses not to give the RTO certain information, then the RTO may be unable to enrol that person in a course or supply them with appropriate information.

4.2 Disclosure of Personal Information

Personal information about learners studying with the RTO may be shared with the Australian Government and designated authorities, including Australian Skills Quality Authority (ASQA). This information includes personal and contact details, course and unit enrolment details and changes.

The RTO will not disclose an individual's personal information to another person or organisation unless:

- The individual concerned is reasonably likely to have been aware or made aware that information of that kind is usually passed to that person or organisation.
- The individual concerned has given written consent to the disclosure.
- The RTO 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 individual concerned or of another person.
- The disclosure is required or authorised by or under law; 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.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the RTO shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of the RTO or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

4.3 Security and Integrity of Personal Information

The RTO is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

The RTO will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

The RTO will store securely all records containing personal information for a period of up to seven years (unless a lesser period is specified) and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where the RTO has no further use for personal information for any purpose disclosed by the RTO, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

4.4 Right to Access and Correct Records

- Individuals have the right to access or obtain a copy of the personal information that the RTO holds about them.
- Requests to access or obtain a copy of personal information must be made in writing.
- There is no charge for an individual to access personal information that the RTO holds about them; however, the RTO may charge a fee to make a copy.
- Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.
- If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that, a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.
- Written requests for access to, to obtain a copy of, or correct personal information held by Selmar should be sent to:

Head of Quality and Curriculum
Level 2, 80 Dorcas Street
Southbank 3006
VIC

4.5 Complaints About an Alleged Breach of the APPs

Where an individual believes that the RTO has breached a Privacy Principle in relation to that individual, they may lodge a complaint using the RTO complaints and appeals procedures which enables learners and prospective learners to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

4.6 Publication

These Privacy and Personal Information Procedures will be made available to learners and persons seeking to enrol with the RTO by publication on the RTOs website: www.selmar.edu.au. Alternatively, a copy of this policy may be requested by contacting the RTO using the contact details provided above.

To ensure that learners have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the RTO will advise learners on enrolment about these procedures and where they are located.

4.7 Records Management

All documentation from administration and data reporting processes are maintained in accordance with Records Management Policy. (See *SP2 Records Management Policy*).

4.8 Monitoring and Improvement

All administration and data reporting practices are monitored by the Chief Financial Officer and the Head of Quality and Curriculum and areas for improvement identified and acted upon. (See *OR3 Continuous Improvement Policy*).

5.0 Legislative Context

Name	Section
Outcome Standards for RTOs 2025	Quality Area 2
VET Student Loans	Clause 4.12
Victorian Skills First Program	Standard VET Funding Contract, Clause 12
NSW Smart and Skilled Program	Operating Guidelines Schedule 1, Terms and Conditions

6.0 Related Documents

Name	Document Type
SP2 Record Management Policy	Policy
OR3 Continuous Improvement Policy	Policy
Application Form	Form

7.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time.

Version #	Approval Date	Approved By	Details
1	June 2025	HQC	Document creation to align with OSRTOs 2025