

Privacy and Protection of Personal Information Policy

Purpose

Agri Training Solutions is committed to protecting the privacy, integrity, and security of personal information collected from learners, staff, and stakeholders. This policy ensures that personal information is managed in accordance with:

- the **Privacy Act 1988 (Cth)**
- the **Australian Privacy Principles (APPs)**
- the **National VET Data Collection requirements**
- the **Standards for RTOs 2025**, including learner protection and data integrity outcomes

Agri Training Solutions takes all reasonable steps to protect personal information from:

- theft
- misuse
- loss
- unauthorised access
- unauthorised disclosure
- unauthorised modification

Personal information is collected and used only for purposes directly related to training, assessment, compliance, and the operation of the RTO. Appropriate safeguards are in place to ensure confidentiality, security, and lawful use of all personal information.

Scope

This policy applies to all **Agri Training Solutions directors, employees, contractors, trainers, and assessors** and to all personal information collected in the course of RTO operations.

Types of Personal Information Collected

Personal information collected by Agri Training Solutions may include, but is not limited to:

- Full name and date of birth
- Contact details (address, phone number, email address)
- Unique Student Identifier (USI)
- Residential, citizenship, and Indigenous status (where required)
- Driver's licence or passport details
- Assessment outcomes and training records
- Bank and credit card details (where applicable)
- Signatures
- IP addresses (for LMS access)

- Opinions or feedback that can identify an individual
- Medical or support information disclosed to enable reasonable adjustment
- Photos or videos (with written consent only)

Why and How We Collect Personal Information

As a Registered Training Organisation, Agri Training Solutions collects personal information to:

- manage enrolment, training, assessment, and certification
- meet regulatory and reporting obligations
- issue AQF certification documentation
- collect and verify USIs
- support learner engagement and wellbeing
- conduct continuous improvement activities

Agri Training Solutions will:

- collect only personal information that is **directly relevant** to RTO operations
- collect information **directly from the individual** or their authorised representative
- use personal information **only for its intended purpose** or a directly related purpose
- take reasonable steps to ensure information is **accurate, current, and complete**
- update records when notified of changes or corrections
- inform learners how their information may be shared with regulators or government bodies
- securely store information to prevent unauthorised access, loss, or misuse
- destroy or de-identify personal information when it is no longer required
- provide lawful access to personal information in accordance with the **Record Keeping Policy**
- obtain **written consent** before using images for marketing or promotional purposes
- ensure learners acknowledge and sign the **Privacy Notice and Learner Declaration**

Use of Personal Information

Agri Training Solutions may use personal information for the following business activities:

- AVETMISS and mandatory national data reporting
- issuance of Statements of Attainment and certifications
- USI verification and reporting
- learner feedback and quality improvement
- communication with learners and stakeholders
- compliance and audit activities
- staff records and employment administration

Disclosure of Personal Information

Agri Training Solutions is required by law to disclose certain personal information under the **National Vocational Education and Training Regulator Act 2011 (Cth)**.

Personal information may be disclosed to:

- the **National Centre for Vocational Education Research (NCVER)** for inclusion in the National VET Data Collection
- relevant **State or Territory Training Authorities**
- authorised government departments for regulatory, monitoring, or funding purposes

Information is disclosed only where required or authorised by law.

Handling of Personal Information by NCVER and Other Authorities

The NCVER collects, holds, uses, and discloses personal information in accordance with the **Privacy Act 1988** and the **NVETR Act**. Information may be used for:

- authenticated VET transcripts
- administration and regulation of VET
- research, surveys, and statistical analysis
- workforce planning and consumer information

The NCVER may disclose information to Commonwealth, State, or Territory authorities and authorised research contractors. Personal information is **not disclosed to overseas recipients**.

Further information is available at:

www.ncver.edu.au/privacy

Information on how **DEWR** manages VET data is available at:

<https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

Surveys

Learners may be contacted to participate in surveys conducted by NCVER or authorised agencies. Participation is voluntary, and learners may opt out when contacted.

Access, Correction, and Complaints

Learners may contact Agri Training Solutions at any time to:

- request access to personal information
- request correction of inaccurate or outdated information
- make a complaint regarding the handling of personal information
- seek clarification about this policy

Contact details:

admin@djbagrisolutions.com.au

0424 103 556

Complaints are managed in accordance with the **Complaints and Appeals Policy**.

Evidence of Compliance

The following records are retained as evidence of compliance with the **Standards for RTOs 2025**:

- learner and assessment records
- enrolment documentation and declarations
- LMS access controls and audit trails
- privacy notices and consent forms

Related Policies

[Consumer Protection Policy](#)

[Record Keeping Policy](#)

[Complaints and Appeals Policy](#)

References

[The Privacy Act 1988](#)

[Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)

[Australian Privacy Principles](#)

[Information Privacy Act 2009 \(Qld\)](#)

National VET Data Collection requirements