



## Privacy Notice

### **Purpose**

The Redcliffe Aero Club ABN 74 009 819 792 RTO no 40971 (may be referred to as we, us or RAC throughout this notice) has implemented this Privacy Notice to provide information about how we use and store your personal information. By providing your personal information to The Redcliffe Aero Club, you consent to its collection, use, storage, and disclosure in accordance with this Privacy Notice.

If you wish to make any inquiries regarding this Privacy Notice, you should contact us by emailing our RTO Administration team via email at [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au)

### **Scope**

This policy applies to all “The Redcliffe Aero Club” employees, associates, students, and stakeholders including the board of directors and committee members.

### **Privacy Principles**

The Redcliffe Aero Club (RAC) is committed to safeguarding your privacy. The Privacy Act 1988, Australian Privacy Principles and any relevant registered privacy codes govern the way we manage your personal information.

- In collecting your personal information, all “The Redcliffe Aero Club” staff comply with all the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state of Queensland in which The Redcliffe Aero Club operates.
- Your Personal information, including sensitive information, is collected from you by a “The Redcliffe Aero Club” staff member in order for us to carry out its business functions. The Redcliffe Aero club only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by The Redcliffe Aero Club if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - *The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.*
  - *It is unreasonable or impracticable to obtain the individual’s consent to the collection, use or disclosure.*
  - *It genuinely and reasonably believes that:*
    - *The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health, or safety of any individual, or to public health or safety.*
    - *Unlawful activity, or misconduct of a serious nature, that relates to The Redcliffe Aero Club functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.*
    - *The collection, use or disclosure is reasonably necessary to assist any APP entity, body, or person to locate a person who has been reported as missing.*
    - *The collection, use or disclosure is reasonably necessary for the establishment, exercise, or defense of a legal or equitable claim.*

*\*Direct extract*

- The Redcliffe Aero Club provides comprehensive information to each individual potential candidate and enrolled students through our “Pre-Enrolment Information Sessions”, our “Pre-Enrolment Application Session”, through



videos, power point presentations and information booklets and flyers. Through these various methods of communication, we ensure to the best of our ability that all candidates have a clear understanding of the below:

- Know why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement that “The Redcliffe Aero Club” has to collect and share personal information.
- Is able to access their personal information upon request.
- Can ask for personal information that is incorrect to be corrected, or seek clarification if given information is not matching Government reports as expected
- Can make a complaint to The Redcliffe Aero Club or a third party should they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested, or intentionally providing false or misleading information to the club.

The Redcliffe Aero Club does not participate in any third-party agreements and, as a result, we do not provide your contact information to third parties for the purpose of direct or indirect marketing.

### Collection of information

The Data Provision Requirements 2012 requires the Redcliffe Aero Club to collect personal information about candidates and students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (website link provided).

In general, your personal information will be collected through our various applications and/or enrolment forms, your training records, assessment records and assessment submissions to your Trainers & Assessors, and /or the RTO Administration team.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation, and assessment information
- fees and payment information
- information required for the issuance of a USI

### Storage of information

Students / candidates personal information held by The Redcliffe Aero Club will only be used to ensure student administration, reporting data which provides the required information to various Government bodies including but not limited to training opportunities, student training progression, meeting reporting requirements based on students funding options, the issuing of a statement of attainment, record of results, academic transcript and/or a qualification to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

The Redcliffe Aero Club stores all records containing personal information securely and takes all reasonable security measures to protect the information collected from unauthorised access, misuse, or disclosure.

Personal information will be stored through multiple locations, paper-based files are kept in a secure location (locked filing cabinets) in a locked RTO Office and electronically in a secure environment to which only authorised staff have access, via multiple password allocation.



## Disclosure of Information

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

- The individual has given written consent.
- The Redcliffe Aero club Management team believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- 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 public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information and may only be used for the principle in which the information was provided.
- Personal information may be disclosed by The Redcliffe Aero Club for regulatory purposes. The Redcliffe Aero club may disclose personal information for these purposes to third parties, including:
  - Employers – where a potential employee is seeking clarification about the student's qualifications / and or CASA Aeroplane Licencing, endorsements, and ratings. (Students provide authorisation for this as part of their enrolment process)
  - Commonwealth and QLD State government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), Tuition Protection Service (TPS) and Civil Aviation Safety Authority (CASA)
  - National Centre for Vocational Education Research Ltd (NCVER)
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates, for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation.

## Access of records

Students / candidates have the right to access or obtain a copy of the information that the Redcliffe Aero Club holds on their student file including contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office and completing the appropriate request to Access Records Form.
- There is no charge for an individual to access the records that the Redcliffe Aero club holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## Unique Student Identifiers

The Redcliffe Aero Club (RAC) will collect personal information from you to process your enrolment, to generate, or retrieve your Unique Student Identifier (USI).

All students participating in nationally recognised training with any Registered Training organisation (RTO) from 1 January 2015 is required to have a Unique Student Identifier (USI) and provide it to the Redcliffe Aero Club RTO Administration



team as part of their enrolment. Alternatively, The Redcliffe Aero Club RTO team will assist students in applying for a USI as part of the “Pre-Enrolment Application Session” if they have not previously obtained one.

- The Student Identifiers Act 2014 authorises the Australian Government’s Student Identifiers Registrar to collect information about USI applicants. Students will be required to provide information to the Student Identifiers Registrar, which will include the below details:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - country of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
  - applying for, verifying, and giving a USI
  - resolving problems with a USI
  - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs
  - education related policy and research purposes
  - to assist in determining eligibility for training subsidies
  - the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics.
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies. (A request for training records form will be required to be completed by the requesting RTO. Students will be contacted and advised if this occurs and will be included on email communication)
  - researchers for education and training related research purposes
  - any other person or agency that may be authorised or required by law to access the information (e.g., CASA)
  - A person or committee authorised or representing the Student Identifiers Registrar to assist in the performance of his /her functions in the administration of the USI system.
  - will not otherwise be disclosed without the student’s consent unless authorised or required by or under law



The Redcliffe Aero Club retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:

Further information regarding the privacy legislation and regulations from the relevant authorities are outlined below:

National Centre for Vocational Education Research Ltd (NCVER). all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))

ASQA, VET Student Loans, NCVER and CASA all collect personal information to be able to carry out its functions and activities following at a minimum the below

- 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).

ASQA will also collect your personal information on an ongoing basis for more information, see section 4.1.2 of the [ASQA Privacy Policy \(PDF\)](#).

<https://www.asqa.gov.au/about/reporting-and-accountability/privacy-policy>

[www.privacy.gov.au](http://www.privacy.gov.au)

If you are a VET Student Loan Student, please refer to specific privacy information located on the Government Student Handbook located our website

<https://vet.ombudsman.gov.au/privacy-policy>

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

<https://www.dese.gov.au/help-and-other-information/resources/privacy-notice>

<https://redcliffeaeroclub.com.au/index.php/download/vet-student-loans/>