

1. Purpose

The purpose of this policy is to outline how Orange College (OC) uses, stores, and discloses personal information to ensure compliance with the Commonwealth Privacy Act 1988, the Australian Privacy Principles (APPs), and other relevant laws. The policy ensures students, staff, and stakeholders understand their rights and OC's obligations regarding privacy and data protection, and outlines how OC collects, uses, discloses, stores, and protects personal information, ensuring compliance with regulatory requirements.

This policy also ensures OC meets its obligations under the Standards for Registered Training Organisations 2025 (SRTOs 2025).

2. Scope

This policy applies to all personal information collected by OC in connection with:

- Student enrolment, training, and assessment services
- Employment and staff management
- Business operations and communications
- Regulatory reporting requirements

It covers all prospective, current, and former students, staff, contractors, and individuals interacting with OC.

3. Definitions

Personal information are information that identify or could reasonably identify an individual

Sensitive information means personal information that includes details about a person's racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual orientation, health information, disability status, genetic information, biometric data (where applicable), or criminal history, as defined under the Privacy Act 1988 (Cth).

4. Policy

OC collects personal information as required by:

- The national Vocational Education and Training Regulator Act 2011 (NVETR Act)
- The Data Provision Requirements 2020
- The Student Identifiers Act 2014
- Other applicable state and Commonwealth legislation relating to vocational education and training

Failure to provide required information may impact a student's enrolment, eligibility for funding, or ability to participate in training.

Additionally, OC respects the privacy of individuals and handles personal information in accordance with requirements personal information is collected only for the purposes necessary to deliver OC's services, meet regulatory obligations, and support individuals engaging with OC.

In line with this policy, OC will:

- Collect personal information directly from individuals wherever possible
- Use personal information for its intended purpose or as required by law

- Store personal information securely
- Allow individuals to access and correct their personal information
- Only disclose personal information with consent or where legally permitted

OC respects the privacy of individuals and implements robust information security practices.

5. Collection of Personal Information

- 1) As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. The consequences for the individual if the personal information is not collected is that they will not be able to enrol as a student.
- 2) OC only uses your personal information in the delivery of VET courses, and otherwise, as needed, to comply with the legal obligations of RTOs.
- 3) OC lawfully collects personal information that is necessary for the RTO to function. The College collects personal information through:
 - a) Enrolment forms, application processes, and assessment activities
 - b) Communications via email, telephone, or online platforms
 - c) Third parties such as education agents or employers, with explicit consent from the student.
- 4) The information OC collects and holds will depend upon the products and services requested and may include, but are not limited to:
 - a) Student name
 - b) Date of birth
 - c) Address
 - d) Contact details
 - e) Sensitive information required to support student learning or meet legal obligations

6. Use of Personal Information

OC uses the information collected for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, OC will only use and disclose your personal information:

- a) To establish and maintain your relationship as a customer of OC
- b) To provide the products and services you have requested from OC
- c) To administer and manage those products and services
- d) To support student welfare, including reasonable adjustments for students with disabilities
- e) To conduct research, surveys, and continuous improvement activities

While this policy does not govern assessment design, it supports Outcome Standard 1.4 of the SRTOs 2025 by ensuring that assessment-related personal information is collected, stored, and accessed fairly and securely.

7. Disclosure of Personal information

7.1 Mandatory Disclosures

- 1) OC is required by law to disclose personal information to:
 - The National VET Data Collection managed by NCVET
 - Relevant state and territory training authorities
 - The Department of Education, Skills and Employment (DESE) and other Commonwealth bodies responsible for VET regulation
- 2) Disclosure of information under sharing provisions contained in the NVR Act, the ESOS Act and provisions of the Privacy Act, OC may provide personal information to:
 - a) state and territory governments and other Australian Government authorities
 - b) ministers
 - c) occupational licensing bodies
 - d) overseas authorities
 - e) other relevant parties.

OC will inform the student of which department has requested the information and what information will be shared.

How the NCVET and other bodies handle your personal information:

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

If you would like to seek access to or correct your information, please see the Access and Correction of Personal Information section of this policy.

7.2 Sharing Information for memberships, Events, and Industry Benefits

- 1) OC partners with various trade associations, professional membership bodies, community organisations, event organisers and vocational placement agencies to provide students with free or subsidised memberships, event access, practical experience, vocational placements, and industry-related benefits including industry consultation, exposure to sector tools and technologies, and possible employment opportunities.
- 2) As part of these partnerships, OC may share limited personal information with these organisations for the sole purpose of enabling students to access these opportunities and not for unrelated marketing purposes.
- 3) Students will be informed of such opportunities in advance through notifications that may include, but are not limited to, flyers, banners, and emails. Students may choose to opt out of this information sharing at any time by notifying Student Services in writing. OC will ensure that only reputable organisations and events aligned with the student's academic and career interests are considered for such data-sharing agreements.
- 4) OC will have on display the following policy statement for student candidates:

'We will not disclose any information that we gather about our staff or students to any third party except in cases where sharing of limited information is essential to deliver educational services, fulfill regulatory obligations, or provide students with industry benefits including networking opportunities, practical experience, vocational placements, memberships of trade bodies, and possible employment opportunities.

Students will be notified of such opportunities before any data is shared and may opt out at any time by contacting Student Services in writing. No sensitive data such as financial details or residential addresses will be shared. No personal data will be disclosed for unrelated marketing purposes.

We use the information collected only to deliver our services or in the limited cases described above. If staff or student information is required by any other third party, Orange College will obtain written consent from the individual prior to releasing any information.

Orange College will provide authenticating of SOA, EOA and certificates to external third parties upon request. We will not disclose any additional information without the student's consent.

Should staff or students seek access to their information we have a documented procedure requiring authorisation before this can occur'.

- 5) Where payment arrangements are not maintained, OC has the right to disclose defaulting student's information to a third-party credit reporting agencies and debt collectors to collect outstanding amounts. These reported defaults will normally affect a student's credit history and credit score.
- 6) OC requires all students to complete a direct debit form with every Letter of Offer, Student Agreement and Acceptance of Offer Form. The information provided on this form will be disclosed to the third-party direct debit agency.
- 7) Access to client/candidate personal information is available on application through the Training Manager of Orange College. Access to personal information will be controlled at all times.

- 8) Access to personal information must be request by submitting and having approved, an Access Authorisation Form.
- 9) A person requesting the information will be accompanied for the entire time they are in possession of their personal information by the Training manager of Orange College.
- 10) OC will provide all students with the following privacy notice within the student agreement:
 - a) OC will not use photos or videos of any student or staff member on the OC website or social media platform until a OC photo and video consent form has been signed.
 - b) OC will not publish any photos or videos of ex-staff members after their employment has ended.
 - c) OC will not remove any photos or videos on the OC website or social media platforms of staff members during their employment duration once a consent form has been signed.

8. Surveys

Students may be invited to participate in surveys conducted by OC, NCVET, or other authorised government agencies. Participation is voluntary unless otherwise required by law. Survey results contribute to evaluating the quality and relevance of education and training services.

9. Handling of Unsolicited Information

If OC receives personal information it did not solicit and determines it is not required to deliver services or meet legal obligations, the information will be securely destroyed or de-identified, provided it is lawful to do so.

10. Access and Correction of Personal Information

In accordance with Outcome Standard 2.1(c)(iv) of the SRTOs 2025, students have the right to access, correct, and inquire about personal information held by OC. At any time, students may contact OC to:

- request access to your personal information
- correct personal information
- make a complaint about how personal information has been handled
- ask a question about this Privacy Policy

Please contact info@orange.edu.au and our Training Manager will handle the enquiry.

For further details, you may read this information provided by the Department of Education:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Documents/suggested%20wording.pdf>

Students may request access to personal information stored by OC by filling up the [Request for Access to Student Records Form](#).

11. Security and Retention of Information

OC takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure, including:

- Secure physical storage and restricted access to facilities

- Digital security measures such as antivirus software
- Secure destruction of high-risk personal documents after verification processes are completed

OC retains personal information only as long as required for lawful purposes.