

## **Privacy Statement**

### **GENERAL**

This privacy statement is made by Training Online Australia Pty Ltd, ABN 32 606 780 214, trading as alffie, RTO Number 41206 (**alfie, us** or **we**).

alfie, in accordance with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth), has a commitment to ensuring that all reasonable steps are taken to protect the privacy of its consumers and students. This privacy statement outlines how personal information is collected, used, disclosed, held and destroyed by us.

This statement only applies to personal information collected, used, disclosed and held by alffie and does not provide any advice on how data will be maintained or used by Government Agencies or other third parties that have access to this data. You are advised to contact the relevant government agency or other third party for a copy of their privacy policy.

We may update this privacy statement from time to time. Any changes we may make to this privacy statement in the future will be posted on this page so please check back frequently.

### **COLLECTION OF PERSONAL INFORMATION**

alfie is required to collect personal information from students and other individuals in order to:

- process enrolments;
- provide training and assessment services;
- provide support (including ICT support);
- respond to queries, including queries regarding our products and services;
- organise work placements; and
- where applicable, comply with Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements as specified by government regulators.

To the extent possible, alffie collects all personal information directly from the person whom the information is about. This includes personal information collected when an individual:

- completes a personal details form or an enrolment application;
- contacts us;
- requests support from us; and
- visits our website ([www.alfie.com](http://www.alfie.com)).

alfie may also collect information via an enrolment referral form, which is completed by an authorised third party such as employment/work placement service providers, other registered training organisations and recruitment agents or brokers. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information

from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer, however this will not include sensitive information.

In some circumstances, we may need to collect additional personal information from you, or collect personal information from you in a way which is not described in this privacy statement. Where this is the case, we will provide you with additional information which details the personal information we will collect from you and how we will use, hold and disclose that personal information.

### **Types of personal information collected**

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, government benefit card, etc. We may also need to collect details of any disability or health issue that may affect a student's ability to undertake training and/or assessment activities.

When you visit our website, we may collect information such as your IP address, device type, browser type, the website you visit immediately before our website(s), location data, the pages you access on our website(s), mouse clicks, mouse movements and scrolling activity, keystroke information that you enter on our website(s) and any other technical information collected by your operating system, browser or device.

If you decline to provide your personal information, alffie may not be able to:

- provide the product or service you requested (including training services); or
- enter into a business relationship with you.

### **USE AND DISCLOSURE OF INFORMATION**

We will use our best efforts to ensure that the information you provide to us remains private and is used and disclosed only for the purposes for which it was collected, including the purposes specified in this privacy statement. We may also disclose your personal information:

- to employment services providers;
- to third party organisations who provide services to us, including hosting, data processing, website development services and other outsourced services; and
- to parties such as Commonwealth Department of Education and Training, other Government departments and regulatory bodies such as the Australian Skills Quality Authority and the Tasmanian Qualifications Authority or any similar or replacement departments or agencies, to enable us to comply with applicable laws and regulatory obligations and respond to requests from Governmental and other public authorities.

Some of the entities to which we disclose personal information may be located outside of Australia.

### **ACCESS TO AND CORRECTION OF PERSONAL INFORMATION**

You can request access to, or correction of, the personal information we hold about you.

To make such a request, you will need to contact the Student Support department (using the details set out at the end of this privacy statement) in writing and specify the type(s) of personal information you wish to view and/or the correction(s) you require. You will be required to provide proof of identification before we can proceed with your request and, depending on the complexity of your request, we may charge a fee for processing requests for access to personal information.

In certain circumstances, we may not be able to tell you what personal information is held about you. In these circumstances, we will notify you to explain why we cannot provide you with the information and attempt to find alternative means to enable you to access your information.

We will promptly update any personal information that is inaccurate, incomplete or out of date. If we do not agree that your information is inaccurate, incomplete or out of date, we will notify you and tell you the reason(s) why we do not agree with you. We will also tell you what you can do if you are not satisfied with our response.

## **STORAGE & SECURITY**

We may store your personal information in hardcopy documents or electronically. Where applicable, storage of personal information (and the disposal of information when no longer required) is managed in accordance with the Australian Government's records management regime. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access; and
- storing paper-based documents securely on our premises.

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Our information systems and files are kept secured from unauthorised access and our staff and contracted agents/ service providers have been informed of the importance we place on protecting privacy and their role in helping us to do this, and are contractually bound to honour such privacy.

## **RESOLVING PRIVACY CONCERNS**

If you would like further information about this privacy statement or if you have any concerns regarding personal information you given to us or that we have collected from others, please contact Student Support on 1300 253 343 or at [support@alfie.com](mailto:support@alfie.com).

If a complaint is made, generally alffie's procedures, staff or quality of service associated with the collection or handling of personal information will be investigated. alffie will be efficient and fair when investigating and responding to information privacy complaints.

If your complaint is not satisfactorily resolved, you may access an external dispute resolution service or apply to the Office of the Australian Information Commissioner (OAIC) to have the

complaint heard and determined. When we notify you about our decision, we will explain how you may access an external dispute resolution scheme or make a complaint to the OAIC.