



Aged & Community  
Services NSW & ACT

## PRIVACY POLICY

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**|Date:31 October 2014**

**|Version: draft 1**

### **PURPOSE**

ACS is bound by the Privacy Act 1988 (Commonwealth) and , Privacy Amendment (Enhancing Privacy Protection) Act 2012 which sets out a number of principles concerning the privacy of individuals and organisations.

ACS RTO is bound by the provisions in the National Vocational Education and Training Regulator Act 2011 and the Student Identifiers Act 2014.

### **COMMENCEMENT**

This Policy commenced from 31 October 2014.

### **APPLICATION OF POLICY**

This Policy applies to employees, agents and contractors.

### **WHAT IS PERSONAL INFORMATION**

'Personal Information' means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained.

### **WHY WE COLLECT THE INFORMATION**

ACS collects personal information via the website, forms or personal disclosure.

We use this information to perform our core business functions. Primarily, we will use your personal information to provide you with the product or service that you have requested and the administration of that product or service.

Use of personal information is not shared without individual consent.

We may use personal information to:

- **Develop new products and services;**
- **Conduct our administration and operations, such as record keeping and meeting our compliance requirements, statistical analysis, marketing, research, planning, systems development and training;**
- **Attend to your enquiries;**
- **Send out material about our products and services;**
- **Verification of student data (see Appendix1).**

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries or processing transactions. Those companies will be permitted to obtain only the personal information they need to deliver the service. ACS takes reasonable steps to ensure that these organisations are bound by

transactions. Those companies will be permitted to obtain only the personal information they need to deliver the service. ACS takes reasonable steps to ensure that these organisations are bound by confidentiality rules and privacy obligations in relation to the protection of your personal information. This could include individuals or companies such as a bank, or our IT support.

## **STORAGE OF INFORMATION**

All personal information provided to ACS is stored in a 24/7 secure location.

This may include:

- Secure locked hard files;
- Encrypted servers located within Australia;
- Multiple firewalls;
- Secure passwords and sign-in processes.

## **ACCESSING YOUR PERSONAL INFORMATION**

ACS is transparent and accountable for the limited personal information that we collect. Should you wish to access or correct your personal information we hold, please contact ACS.

## **PRIVACY STATEMENT**

The following privacy statement should be clearly visible to ACS customers / clients / students where personal information is collected in hard copy or electronically; i.e, invoices forms and on-line data collection.

“Personal Information collected as part of your interaction with ACS is managed in accordance with our Privacy Policy which is available on our website: [www.acs.asn.au](http://www.acs.asn.au).”

Where applicable a hyperlink to the full Policy on the website should be used.

## **COMPLAINTS**

**If you believe that we have not complied with our obligations concerning your personal information, we invite you to contact us and lodge a complaint.**

### ***How Can I Contact ACS?***

#### **Call Us**

Office Manager: 02 8754 0400

#### **Email Us**

[mail@acs.asn.au](mailto:mail@acs.asn.au)

#### **Write to Us**

Attention: Office Manager  
PO Box 3124  
RHODES NSW 2138

## **CHANGES TO THIS POLICY**

We reserve the right to review and amend this Policy from time to time and to notify you by positing an updated version on this website.

## **Appendix 1**

### **PRIVACY NOTICE REGARDING UNIQUE STUDENT IDENTIFIERS (USI)**

Students are advised and agree they understand and consent that personal information provided in connection with an application for a USI:

## PRIVACY NOTICE REGARDING UNIQUE STUDENT IDENTIFIERS (USI)

Students are advised and agree they understand and consent that personal information provided in connection with an application for a USI:

- is collected by the Student Identifiers Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - 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 Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - 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;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - 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;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
  
- will not otherwise be disclosed without their consent unless authorised or required by or under law.