

RTO Privacy Statement

E-focus is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to personal information maintained by E-Focus and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of words such as 'we', 'our' and 'us' in this document refer to E-Focus.

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, Unique Student Identifier, work history, qualifications, job seeker identification number, government benefits card, etc.

If you decline to provide your personal information, E-Focus may not be able to:

- Provide the product or service you requested, or
- Enter into a business relationship with you.

Collection of personal information

Personal information will only be collected in relation to the provision of training services and the operation of the Registered Training Organisation (RTO).

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 (e.g. an employer) with or without your direct involvement or consent. However, this will not include sensitive information.

Use and disclosure

We will endeavour to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation (RTO).

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for the enforcement of the law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact our Student Services Department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification in person to view the information.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- 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.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter you should contact the Division Manager Training Services.