RTO 46630 · HLT Health Training Package

POLICY

Privacy Policy (Compliance Requirements)

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APPROVED BY	Naton Mansfield-du Toit

PRIVACY POLICY

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Version:	1.0
Author:	Lucas Etcheverry
Approved by:	Naton Mansfield-du Toit
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Version	Date	Author	Changes
1.0	March 2026	Lucas	Initial Version

1. Purpose

ACMEA Academy collects and manages personal information in the course of delivering training and assessment services. This policy sets out how personal information is collected, used, stored, disclosed and protected, consistent with the Australian Privacy Principles (APPs) and other applicable laws.

2. Scope

This policy applies to personal and sensitive information held about students, prospective students, staff, contractors and other individuals interacting with ACMEA Academy.

3. Legislative Framework

This policy is informed by and must be read in conjunction with the following legislation and standards:

- Privacy Act 1988 (Cth) and Australian Privacy Principles
- Student Identifiers Act 2014 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Data Provision Requirements 2020 (AVETMISS)
- Standards for Registered Training Organisations 2025

4. Policy Statement

4.1 Information Collected

ACMEA Academy collects only the information required to deliver training, meet regulatory obligations and support the student. This may include:

- Identity and contact information (name, date of birth, address, phone, email)
- Unique Student Identifier (USI)

- Language, cultural and disability information provided voluntarily for AVETMISS reporting
- Prior education and employment information relevant to enrolment
- Assessment, attendance and progression records
- Payment information

4.2 How Information is Used

- To deliver training and assessment services
- To issue Statements of Attainment and Qualifications through the USI Registry
- To meet reporting obligations to ASQA, NCVER and other regulators
- To manage fees, refunds and complaints
- To undertake continuous improvement, including analysing de-identified feedback

4.3 Disclosure

Personal information may be disclosed to ASQA, NCVER, other government bodies where required by law, USI Registrar, and to funding bodies and employers where the student has consented or where required under a funding agreement. Personal information is not sold and is not disclosed for marketing purposes without consent.

4.4 Storage and Security

- Paper records are stored in locked cabinets in access-controlled areas
- Electronic records are stored in encrypted systems with role-based access
- Access is restricted to staff with a legitimate operational need
- Records are retained in line with the Records Management Policy and regulatory requirements

4.5 Access and Correction

Individuals may request access to or correction of their personal information by contacting the Privacy Officer. Requests are actioned within 30 calendar days, with any refusal explained in writing and subject to appeal.

4.6 Data Breach Response

Where a notifiable data breach occurs, ACMEA Academy will assess the breach, notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in line with the Notifiable Data Breaches scheme.

5. Procedures

1. Students receive a Collection Notice at enrolment and consent to collection, use and disclosure before training commences.
2. Staff complete annual privacy awareness training.
3. Access requests are submitted to the Privacy Officer and logged in the Privacy Register.
4. Suspected breaches are reported immediately to the Privacy Officer, who assesses the breach within 30 days.

5. The Privacy Officer reports outcomes to the CEO and, where required, to the OAIC and affected individuals.
6. Records are disposed of securely in accordance with the Records Management Policy.

6. Responsibilities

Role	Responsibility
CEO	Privacy Officer accountability; breach notification; regulatory liaison.
RTO Manager	Day-to-day privacy operations; register maintenance; staff training.
All Staff	Handle information lawfully; report breaches immediately; respect confidentiality.
Student	Provide accurate information; update changes; exercise access and correction rights.

7. Related Documents

- Records Management Policy (ACMEA-POL-007)
- Student Handbook (ACMEA-HB-001)
- Complaints & Appeals Policy (ACMEA-POL-002)
- Data & Feedback Collection Policy (ACMEA-POL-022)

8. Review

This policy will be reviewed annually by the Privacy Officer and approved by the CEO, and additionally in response to legislative change, privacy incidents or audit findings.