

## (01) Privacy Policy

### 1. Policy Statement and Purpose

AMAB Training Services Pty Ltd (“AMAB”) is committed to upholding privacy and ensuring the confidentiality and security of information provided. AMAB will only collect personal information by fair and lawful means, as necessary for the functions of AMAB.

In collecting personal information, AMAB will comply with the privacy requirements of the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. and other privacy requirements of the the Higher Education Support Act 2003, the ESOS Act 2000, or ASQA Standards.

### 2. Scope

This Privacy Policy applies to the collection, use and disclosure of personal information by AMAB and its subsidiaries and brands. In this policy "we" and "us" refers to AMAB and "you" refers to any person about whom we collect personal information.

### 3. What information are we collecting?

#### 3.1. Students and clients

When you enrol in a course with AMAB, we will collect personal information about you, such as your name, address, contact details, date of birth, citizenship, emergency contact details, educational history, work history, details of your parent(s) or guardian(s) and where applicable credit card and bank details details. We will collect personal information during the course of dealing with you, for example, as you progress through a course or being part of our Alumni network.

We may collect other personal information about you which is considered sensitive information (for example, information about whether you identify as Aboriginal or Torres Strait Islander; information which may disclose your racial or ethnic origin; information about your health or a disability where this is relevant to accommodating your needs; and information that may disclose your membership of a professional or industry association (such as when assessing your eligibility for course credit or exemption).

We may collect government related identifiers, such as your tax file number, passport number, Confirmation of Enrolment (COE) number (or equivalent), student concession number, and Commonwealth Higher Education Student Services Number (CHESSN) (or equivalent), which are necessary to verify your identity, to confirm your eligibility for enrolment, or to assess or administer your entitlement to financial assistance.

Collection of your personal information may be required by law for the purpose of reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. Collection of your personal information may also be required to assess your entitlement to, and administer any entitlement to, financial assistance under Commonwealth programs for supporting students such as FEE-HELP and VET FEE-HELP (where applicable). Personal information which may be required by law to be collected includes your tax file number, visa details and passport number (if relevant). Further information about these purposes will be provided to you at the time of collection.

We generally collect personal information directly from you. We may also collect personal information about you from third parties, for example:

- a. from schools and other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes;

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- b. from organisations where you may be completing a work placement, internship or practical component of your course or program of study;
- c. from your employer if your course or program of study is being supported by them or incorporated into your employment;
- d. from other educational institutions and organisations that work with us recruiting potential students into our courses and programs of study;
- e. from other educational institutions and organisations that work in affiliation or partnership with us to provide, promote, accredit or recognise your course or program of study;
- f. from professional associations of which you are a member or seeking membership; or
- g. where we are retained by third parties to assist them with auditing and compliance programs (such as auditing and compliance programs conducted for financial planners);
- h. from education agents.

We also collect personal information about you from third-parties for the purpose of direct marketing of our services. The use of your personal information for direct marketing purposes is discussed in this policy in one of the sections following. Where it is lawful to do so, we may monitor and record your communications with us (including email and telephone) for training, security and dispute resolution purposes.

### 3.2. Employees, contractors and staff

AMAB will collect certain personal information about you, such as your name, address, educational history, work history and contact details when you make an enquiry about us or apply for a job with us. We will collect personal information about you from third parties, such as your referees, as part of our assessment of your suitability for a position. In providing contact details for your referees, you are considered to have given your consent to our collecting personal information from your referees.

ABAM will collect certain additional personal information about you, such as your date of birth, tax file number, emergency contact details, ABN, bank account and superannuation information, and visa, passport and licence or other photo ID or proof of residency details (if relevant), and details relating to your working with children and police checks.

During the course of your employment or engagement at AMAB, we may collect other personal information about you, including records of your work performance, medical certificates, nationality, membership of a professional or industry association, trade union membership, information concerning your overseas health cover and information concerning any disputes relating to your employment or engagement.

This Privacy Policy does not apply to employee records held by AMAB relating to an employee or former employee of ABAM.

### 3.3. Other individuals

AMAB may collect personal information about individuals who are not students or clients of AMAB and its subsidiaries and brand. This includes, for example, individuals who are enquiring about products or services offered by AMAB or are dealing with AMAB on a commercial basis (such as a supplier, contractor or education agent). We will collect personal information about you including your name, position, address, contact details, licence or registration numbers, ABN, bank details and other information relevant to the capacity in which you are dealing with us.

### 3.4. Website visitors

People can generally visit our websites without revealing who they are or providing any personal information. AMAB will not collect any personal information about visitors to our websites, except when such visitors take steps to provide personal information to us (for example, by logging in to the website or when submitting an enquiry with your contact details). Information provided through our websites will be collected, held, used and disclosed in accordance with this Privacy Policy. If you provide us with personal information through our websites, we may log your usage of our sites to assist us to make our websites more accessible and valuable to you, our students and clients.

Our websites uses cookies. A 'cookie' is a small text file stored on your computer which assists in managing customised settings of the website and delivering content. Our website uses first party and third party cookies together to serve advertisements based on your visits to the website and third party websites. AMAB uses third party services (including Google Analytics) to undertake demographic analysis of visitors to our website and to display advertisements on third-party websites. You can use the settings in your browser to control how your browser deals with cookies. You can control the settings and/or opt out of display advertisements using Google's Ad Settings (<https://www.google.com.au/settings/ads>).

The internet is not always a secure method of transmitting information. Whilst we take reasonable steps to ensure that information it receives is maintained securely, it cannot ensure that communications conducted via the internet will be secure.

### 4. Storing of personal information

AMAB holds personal information about you in electronic records and paper-based. Personal information may be collected in paper- based documents and converted to electronic form for storage. Information held in paper-based form is generally securely stored at one of our business locations at which you are enrolled or at the one of our offices in Australia, or in the case of archived records, at an external storage facility. We uses physical and digital security and other measures to ensure that personal information is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure. Information held in electronic form is generally held on servers controlled by us either in Australia or overseas. We use physical security, password protection and other measures to ensure that personal information stored in electronic form is protected from misuse, interference and loss; and from unauthorised access, modification and disclosure.

### 5. Why are we storing your information?

For students and clients, we collect and hold your personal information for the purpose of providing you with the products, services or information you have requested from us and to manage and administer the products and services we provide. Your information may be held by us after you have ceased to be a student or client to satisfy legal or regulatory record-keeping obligations or, for example, to enable us to confirm or verify your participation in or completion of a course or program.

For other individuals, we collect personal information about individuals who are not students or clients of ours for the purpose for which the information was provided (for example, to respond to an enquiry or administer or manage a commercial arrangement between us and the individual).

## 6. How will we use and disclose your personal information?

AMAB may use your personal information for the purposes 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 we will only use or disclose your personal information as follows:

- a. To provide the products, services or information you have requested from AMAB, including for the purposes of enrolling you, assessing your progress, tracking your attendance, providing pastoral care, issuing your results, and statement of results and testamurs for your course(s). We may also disclose your information to third parties where they have been retained by us to assist us with functions such as the recruitment of students, providing student support services (including student satisfaction surveys), the placement of students into internships, work experience or employment, promoting or recognising our qualifications, the administration of contracts or undertaking auditing or compliance programs for us.
- b. To register you for, and administer, events, promotions or competitions.
- c. To verify to third parties who make enquiries of us as to whether individuals have completed a course.
- d. To comply with our legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. This may include include:
  - i. disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students such as FEE-HELP, and VET FEE-HELP (where applicable);
  - ii. disclosure to government agencies with responsibility for administering and regulating education and training providers in Australia such as the Tertiary Education Quality Standards Agency (TEQSA), the Australian Skills Quality Authority (ASQA), the Australian Council for Private Education and Training (ACPET) and the National Center of Vocational Education Research (NCVER);
  - iii. disclosure to government agencies or government-appointed providers with responsibility for reviewing and analysing student and other stakeholder feedback;
- e. To assist us to make our sites, services and products more accessible and valuable to our students and clients.
- f. To keep your parent(s) and/or guardian(s) informed of your attendance, progress and general well-being, if you are under 18 years of age.
- g. To perform various administrative or management functions including administering billing and debt recovery; training of staff and contractors and managing their work performance and career progression; quality assurance and evaluation; maintenance and testing of information technology systems; obtaining advice from consultants and professional advisers; and management of legal liabilities and claims (including liaising with legal representatives and insurers).

**7. Us of your information for direct marketing**

AMAB will use and disclose your personal information for the purpose of direct marketing, including keeping you informed of products and services and new developments we consider may be of interest to you. You may request that you not receive direct marketing communications at any time by contacting us at [info@aacm.edu.au](mailto:info@aacm.edu.au) or our head office in Brisbane + 61 7 3891 5696.

If we have collected personal information about you from third parties, we will only use that information for direct marketing purposes with your consent (unless an exception applies). If we use your personal information in this way, we will give you the opportunity in each direct marketing communication to request not to receive further direct marketing communications.

**8. How can you access or seek correction of your information held by us?**

If you are a student or client and have a simple enquiry about your personal information please contact the campus you have enrolled with. You are entitled to access your personal information on request. To request access to your personal information, please contact us using our campus contact details as published on our webpage or your student handbook. In limited circumstances, access to your personal information may be declined in accordance with the Australian Privacy Principles. You will not be charged for making a request to access your personal information but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We endeavour to keep your personal information accurate, up-to-date and complete. You can assist us with this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your details change. However, if you consider any personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

If you wish to have your personal information removed from our records, you may request that your personal information be deleted or destroyed. It will not always be possible to comply with your request to delete or destroy your personal information (for example, records of a course you have undertaken must be retained by us for the period(s) that are specified by applicable legislative and regulatory requirements). We may refuse your request to access, correct or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our decision and, in the case of request for correction, we will include a statement with your personal information about the requested correction.

**9. Complaint about the handling of your information**

If you have any questions or concerns about this Privacy Policy or how your personal information has been handled by ABAB, you may contact us at any time. If you have contacted us and your question or concern has not been able to be resolved to your satisfaction, you may make a complaint to one of our directors at [director@aacm.edu.au](mailto:director@aacm.edu.au). We will consider and respond to your complaint within a reasonable period. If you are not satisfied with our response to a complaint, or you consider that we may have breached the Australian Privacy Principles or the Privacy Act, you are entitled to make a complaint to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992. Full contact details for the Office of the Australian Information Commissioner can be found online at [www.oaic.gov.au](http://www.oaic.gov.au).

**10. How are changes to this Privacy Policy made?**

AMAB may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit this website regularly to keep up to date with any changes.