



Privacy Policy

Policy / Procedure Number: 025

Australian Institute of Technical Training Pty Ltd respects the privacy of your personal information. AITT is subject to the National Privacy Principles (“NPPs”) under the Privacy Act 1988 (Cth). The following Privacy Policy outlines the type of information that is collected by AITT and how we use and protect that information.

HOW AITT COLLECTS PERSONAL INFORMATION

Generally, AITT will collect personal information directly from you, when you deal with AITT by telephone, fax, letter, email and include any information provided to us by application form. The type of personal information that AITT collects depends on the circumstances of collection and on the type of service you request from AITT. The particular purpose for which personal information is collected by AITT is generally either specified or reasonably apparent at the time the information is collected. AITT usually collects information such as your name, address, contact number, occupation, gender, date of birth, email address and credit card details and in the case of students, academic results and student welfare information. It is not AITT’s general practice to collect sensitive information and we will only collect sensitive information with your consent.

On occasions, AITT may collect personal information about you from another individual and/or organisation. For example, AITT may collect personal information from:

- Commonwealth and State agencies;
- a company for whom you work;
- other individuals and/or organizations with whom you have any dealings;
- an employment recruitment agent or agency;
- a student related recruitment agent or agency.

HOW AITT USES PERSONAL INFORMATION

AITT uses personal information for the primary purpose for which it was collected, or for secondary purposes which are related to the primary purpose. Generally, AITT uses personal information for the following purposes:

- to conduct its business as an education provider;
- to communicate with you;
- to assist in the management and improvement of services, including analysis of future employee and student needs;
- to provide products and services that have been requested or previously agreed to;
- to undertake marketing activities;
- in the case of students, to comply with the specific reporting requirements of the Education Service for Overseas Students Act 2000 (ESOS) and the Revised National Code 2007.

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WHAT HAPPENS IF AN INDIVIDUAL DOES NOT PROVIDE PERSONAL INFORMATION

If you do not provide the personal information AITT requests, it may not be able to provide you with the relevant products or services.

AITT MAY DISCLOSE PERSONAL INFORMATION

AITT may disclose your personal information for the purpose which was either specified or reasonably apparent at the time when the information was collected. Depending on the circumstances,

AITT may disclose personal information to:

- its insurers;
- its service providers and specialist advisers including but not limited to services relating to student welfare;
- any person with a lawful entitlement to obtain the information;
- in the case of students, information provided by students may be made available to relevant Commonwealth and State Agencies and the Assurance Fund Manager of the Education Service for Overseas Students and, if applicable, the Tuition Assurance Scheme in compliance with the ESOS Act 2000 and the Revised National Code 2007.

If AITT engages a third party contractor to perform services which involves handling personal information, AITT will ensure that the contractor will be subject to the same privacy obligations as AITT to protect your personal information. AITT will also take reasonable steps to prohibit the contractor from using personal information, except for the purposes for which it was supplied.

DIRECT MARKETING AND PRIVACY

AITT may periodically use the personal information it collects about you to assist identifying particular products and services which it believes may be of interest and benefit to you. AITT may then contact you to let you know about these products and services and how they may benefit you.

If you do not want to receive any of this information, you should contact AITT immediately.

ACCURACY OF YOUR PERSONAL INFORMATION

If AITT has accurate personal information about you, it enables AITT to provide the best possible service.

AITT will take reasonable steps to ensure that the personal information it collects uses and discloses is accurate, complete and up to date.

Please advise AITT as soon as possible if the personal information held is inaccurate, incomplete or out of date. AITT will take reasonable steps to ensure your personal information is corrected.

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SECURITY OF PERSONAL INFORMATION

AITT will take reasonable steps to ensure your personal information is stored in a secure environment protected from unauthorised access, modification and disclosure. AITT uses industry standard safeguards to ensure the security of personal information through physical, electronic and managerial procedures. When AITT no longer requires personal information, it will safely destroy the information and delete it from its systems.

ACCESS TO PERSONAL INFORMATION

You or a third party nominated by you in writing may request access to any of the personal information AITT holds about you. Upon your written request, AITT will provide access to the personal information it holds about you, unless there is an exemption which applies under the Privacy Act.

Your request for access will be dealt with in a reasonable time. AITT may charge you a fee to cover the reasonable cost of retrieval and the supply of the information to you. If AITT refuses your request for access, it will provide you with reasons for the refusal.

AITT may provide access to personal information without your consent only in certain prescribed circumstances, including but not limited to:

- emergency situations;
- specified Commonwealth and State agencies and to comply with legislative requirements.
- law enforcement;
- lessening or preventing a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety.

TRANSFERRING PERSONAL INFORMATION OVERSEAS

AITT does not transfer your personal information overseas unless it is authorised by law to do so or you have consented to it as part of the services AITT provides to you.

HOW TO CONTACT US

If you wish to gain access to or correct your personal information or make a complaint about a breach of your privacy, you should contact:

Telephone: +61 3 96201100
Facsimile: +61 3 96201122
Mail: Level 3, 475 Flinders Lane
Melbourne VIC 3000
Email: enquiries@aitt.vic.edu.au

AITT will respond to your query or complaint as soon as possible.

AITT reserves the right to change this Privacy Policy at any time.

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