

Privacy Policy

1. Purpose

Envirotech Education ABN 83 133 701 578 is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. Envirotech Education complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

By providing your personal information to Envirotech, you consent to its collection, use, storage and disclosure in accordance with this Privacy Policy.

If you wish to make any inquiries regarding this Privacy Policy, you should contact us at compliance@envirotech.edu.au.

We respect your privacy and are committed to protecting your personal information. This document sets out our policy on how we will manage your personal information.

2. Scope

This policy applies to all Envirotech employees, volunteers, contractors, associates, students (or prospective students), visitors and other stakeholders.

3. Personal Information

Personal information has the meaning given in section 12 of the Information Privacy Act 2009 (Qld). The personal information collected and held about you includes but is not limited to:

- your name, address, email address, age, gender, tax file number, citizenship, unique student identifier, occupation, contact information;
- information about your education history and other related information if you are a student registered with us;
- payment details, such as your credit card details;
- details of courses undertaken with us;
- background checks including police checks and working with children checks if you apply for employment or other related positions, or this is required for vocational placement, work integrated learning or work experience (placement);

- any audio or video-recording of you while in education or training programs or on our campuses;
- health and sensitive information as described in section 4.3 below; and
- other information provided voluntarily by you, for example in response to surveys or competitions.

4. Policy Detail

4.1. How do we collect your personal information? We collect personal information about you in a number of ways, including:

- directly from you, for example when you:
- enrol to complete a course at Envirotech Education;
- undertake training with Envirotech Education (including online);
- provide information to us in person or by phone, email, in an application form, request for VET FEE-HELP or VET Student loan form or competition entry form;
- submit information through our websites (including without limitation envirotech.edu.au); and
- from third parties, such as education agents affiliated by Envirotech;
- other government departments and agencies;
- social media sites such as Facebook, Instagram and Twitter when you contact or otherwise engage with Envirotech Education through these social media sites; and
- third party service providers (including employers and job agencies), to provide or facilitate your enrolment at Envirotech Education.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

4.2. How do we use your personal information?

Envirotech Education may use your personal information for the primary purposes for which it was collected, and related secondary purposes either related to the primary purpose, or as otherwise set out in this Privacy Policy. Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment you might submit to us;
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation / completion;
- process a VET FEE-HELP or VET Student loan request and submit that information to the Commonwealth Department of Education and Training;
- verify your identity;
- develop student registers to enable us to communicate with you and any nominated parent/guardian;
- facilitate health, safety and wellbeing at our campuses and other training locations (including online);
- process any job application you might submit to us;
- develop, run, administer and promote competitions, programs, activities and other events run by us, including promotions on social media;
- market and promote products, services, merchandise and special offers made available by us or our respective commercial partners;
- administer and manage our websites, computer networks, platforms and other applications (“systems”) and provide you with access to those systems, to enable those systems to function, to identify you as the holder of an account, to associate account activity with your identity and to allow other users to contact you or collaborate with you on documents or other resources;
- administer and manage any account you may hold with us;
- keep adequate records for audit, record keeping and compliance purposes;
- keep you informed of news and information relating to Envirotech Education, including by distributing newsletters, publications and other communication via various mediums including direct mail, email and SMS / MMS messages;
- if you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your employer's engagement with us and otherwise as specified in this Privacy Policy; and research and develop new programs, activities and other events relating to education and other related products and services.

4.3. You can contact us using the details specified in section 4.8 if you do not want to receive marketing information (such as our newsletters, publications, and other communications) or use the unsubscribe option within electronic communications. However, you cannot opt out of receiving administrative messages in relation to any course in which you are currently enrolled.

4.4. We may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information, and we will ensure your personal information is used in accordance with the requirements of the Information Privacy Act 2009 (Qld).

4.5. We do not otherwise use or disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter into with us; or
- required or authorised by law; or
- for health and safety reasons, or another authorised reason under the Information Privacy Act 2009 (Qld) or the Right to Information Act 2009 (Qld).

If you do not want to provide, choose not to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

4.6. Health and sensitive information

In some circumstances we may collect:

- information about your health, immunisation or vaccination status (for example, certain courses may require you to be vaccinated against COVID-19, Influenza and/or other illnesses to attend mandatory placement); or
- other sensitive information about you (for example, information about your racial or ethnic origin or criminal history information required to obtain a Blue Card or other check needed to attend placement, or

We may use this health information:

- about you to ensure that any education programs in which you participate are run safely and in accordance with any special health needs you may have;
- ensure compliance with requirements for background checks, immunisation or vaccination for employment, placement or access to facilities;
- for insurance and claim management purposes; and
- otherwise as required or authorised by law.

In addition, we may use de-identified health information and other de-identified sensitive information to:

- carry out research;
- prepare submissions to government or a government body; or
- plan events and activities.

De-identified information is information which has been aggregated or otherwise anonymised so that it cannot be used to identify you or any other individual.

4.7. When do we disclose your personal information?

We may disclose your personal information to:

- if you are a school based apprentice or VET in Schools student - your school, the Queensland Curriculum and Assessment Authority and the Queensland Tertiary Admissions Centre;
- if you are enrolled in training paid for by your employer or another third party (such as a job agency) - to your employer or that third party;
- if you are enrolled with Envirotech Education and undertaking training with another organisation (including other training providers, community organisations or schools) - the organisation with which you are undertaking training;
- if you are under the age of 18 - your parent/guardian (unless you have formally advised Envirotech Education not to provide this information);
- if you are an international student - the parties outlined in the terms and conditions agreed upon accepting a place with Envirotech Education;

- Government Authorities and Agencies including but not limited to Qld Department of Employment, Small Business & Training, Centrelink, Commonwealth Department of Immigration and Citizenship, Australian Tax Office, Tertiary Education Quality and Standards Authority, the National Centre for Vocational Education and, for VET FEEHELP and VET Student Loans purposes, the Commonwealth Department of Education and Training and the Tuition Assurance Scheme;
- third parties that we have engaged to carry out functions and activities on our behalf (such as other education providers, placement providers, our website hosts, trade suppliers, independent contractors and other third party service providers) or that we otherwise work with to provide our education programs;
- third parties to whom you have expressly given consent;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers; and • other persons as required or authorised by law.

Some of your personal information may be transferred, stored, processed or used overseas by us or by third party service providers. This may happen if we outsource certain activities overseas or if transactions, information, services or products have an overseas connection. You consent to the collection, use, storage and processing of your personal information outside of Australia.

In particular, your personal information may be disclosed to third party service providers which may store your personal information in Singapore, India, the USA, the UK and such other countries in which those parties or their, or our, computer systems may be located from time to time, where it may be used for the purposes described in this Privacy Policy, without us being responsible under the Information Privacy Act 2009 (Qld) for such use (or for any breach). In these circumstances, the transfer of personal information outside Australia will be conducted in accordance with the Information Privacy Act 2009 (Qld) you consent to the collection, use, storage and processing of your personal information in those countries. Where such parties are located overseas, you may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the Information Privacy Act 2009 (Qld) in relation to how those parties treat your personal information.

4.8. Our web sites

When you visit our websites, our systems may record certain information about your use of those websites (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our web sites.

In addition, we may use "cookies" on our websites. Cookies are small text files that help a website to remember your preferences and improve your experience of using that website. Using cookies is standard practice for most large websites. In some cases, the cookies that we use may collect some personal information about you. We will treat this information in the same way as other personal information we collect about you. If you prefer, you may be able to disable cookies on your internet browser.

We may engage third parties, to help analyse how our websites are used. This analysis is performed using data collected from the websites, including by using cookies which are stored on your computer. The information generated is used to create reports about the use of our websites, and these third parties may store this information. However, this information is not intended to and will generally not include any personal information. If you would prefer that these third parties do not collect even any anonymous data about how you use our websites, you may be able to opt-out. Please contact us using the contact details specified in section 4.8 for more information.

We may also collect Internet Protocol (IP) addresses relating to you when you access and use the web sites. IP addresses are assigned to computers on the internet to uniquely identify them within the global network of computers which makes up the internet. We may collect and manage IP addresses for internet session management and security purposes.

Some of the content on our websites may include links to third party websites or applications made available by third parties, such as social media buttons or links that allow you to share content or links to our website through the relevant third party platforms. These third party links or applications themselves may facilitate collection of information by those third parties through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these links or applications or the collection and use practices of the relevant third parties.

Please visit the relevant third party websites to understand their privacy practices and options they may make available to you in relation to their collection of your personal information.

4.9. Accuracy of your personal information

We take all reasonable precautions to ensure that the personal information we collect, use, store and disclose is accurate, complete and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly. If you find that the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately (our contact details are set out in section 4.8 below) and we will take reasonable steps to ensure that it is corrected.

4.10. How to contact us If you:

- have any questions in relation to this Privacy Policy or our Personal information handling processes;
 - wish to make a complaint in relation to a breach of your privacy;
 - would like to correct your Personal Information held by us, you can email compliance@envirotech.edu.au
- We take all privacy complaints seriously and will investigate any such complaint in a confidential manner. You will be informed of the outcome of the investigation within a reasonable period of time.

4.11. Changes to this Privacy Policy

From time to time, we may need to change this Privacy Policy to reflect our changing business practices. If that occurs we will post an updated version of this Privacy Policy on the Envirotech Education website (<http://envirotech.edu.au/>).