PRIVACY POLICY

RELEVANT STANDARD(S):

Relevant requirement	Application to this policy
2025 Compliance Standards for NVR Registered Training Organisations, clause 10	Retention and protection of assessment and AQF certification records
2025 Compliance Standards for NVR Registered Training Organisations, clause 12	Collection, verification and protection of Unique Student Identifiers
2025 Compliance Standards for NVR Registered Training Organisations, clause 20	Compliance with privacy legislation and the Student Identifiers Act 2014
Privacy Act 1988 and Australian Privacy Principles	Collection, use, disclosure, storage, access and correction of personal information, where applicable
National VET Data Policy or current VET Information Standard requirements	Student privacy notices and reporting of VET information

PURPOSE

Elite Edge Training Academy respects the privacy of students, prospective students, staff and other people who interact with us.

This policy explains how we collect, use, store, protect and disclose personal information. It also explains how a person may access or correct their information or make a privacy complaint.

This policy is publicly available through our website. A copy can also be requested by contacting Elite Edge Training Academy.

POLICY PRINCIPLES

We manage personal information in accordance with applicable privacy and vocational education and training requirements, including:

- The Privacy Act 1988 and the Australian Privacy Principles, where applicable.
- The National Vocational Education and Training Regulator Act 2011.
- The National VET Data Policy.
- The Student Identifiers Act 2014.
- The 2025 Standards for Registered Training Organisations.
- Other applicable Commonwealth, state and territory requirements.

Where legislation or regulatory requirements change, this policy will be reviewed and updated.

Data Collection on Website

Elite Edge Training Academy may collect personal information when a person submits an online enquiry, requests course information or completes an enrolment application.

This information may include the person's name, telephone number, email address and details of their enquiry. We use this information only to respond to the enquiry, provide requested course information or process an enrolment application.

We do not sell personal information or disclose student, staff or enquiry information to unrelated organisations for marketing purposes.

Personal information will only be disclosed to another party where:

- The person has provided permission.
- The disclosure is necessary to provide an authorised service.
- The disclosure is required or authorised by law.
- The disclosure is required for government reporting, regulation or audit purposes.

Where a person requests access to their information, Elite Edge Training Academy will take reasonable steps to verify their identity before releasing it.

Data Collection to Provide Training and Assessment Services

Elite Edge Training Academy collects personal information needed to manage student enrolments, deliver training and assessment, provide student support and meet its reporting and regulatory obligations.

Information collected may include a student's name, date of birth, address, contact details, gender, cultural background, country of birth, language spoken at home, disability or support needs, previous education, qualifications, employment status, reasons for study and Unique Student Identifier.

We may also collect enrolment information, assessment evidence, course progress, payment records and communications between the student and Elite Edge Training Academy.

Elite Edge Training Academy is required to report specified student and training information to the National VET Data Collection managed by the National Centre for Vocational Education Research. Information may also be provided to authorised Commonwealth, state or territory government departments, training authorities and regulators.

Personal information will be collected by fair and lawful means. Students will receive the required National VET Data Policy privacy notice at or before enrolment, explaining why their information is collected and how it may be used or disclosed. Students will be asked to acknowledge that they have read and understood this information.

Unique Student Identifier (USI)

Elite Edge Training Academy must collect and verify a student's Unique Student Identifier before issuing a nationally recognised qualification or statement of attainment, unless an approved exemption applies.

If Elite Edge Training Academy applies for a Unique Student Identifier on a student's behalf, the student's written authorisation will be obtained before the application is made.

Identification information collected only for the purpose of creating a Unique Student Identifier will be securely destroyed as soon as practicable after the application has been completed or the information is no longer required, unless it must be retained by law.

Elite Edge Training Academy will protect Unique Student Identifiers and related documents from misuse, loss, unauthorised access, modification or disclosure. Access will be limited to authorised personnel and approved service providers who require the information to perform their authorised responsibilities.

Unsolicited Information

If Elite Edge Training Academy receives personal information that it did not request, we will consider whether the information is reasonably necessary for our training, assessment, student support or regulatory activities.

If the information could have been lawfully collected, it will be handled in accordance with this Privacy Policy.

If the information is not required and there is no lawful reason to retain it, it will be securely destroyed or de-identified as soon as reasonably practicable.

Information quality

Elite Edge Training Academy takes reasonable steps to ensure that the personal information it holds is accurate, complete and current.

Students and staff should advise us as soon as possible if their name, address, contact details or other relevant information changes.

Information security

Elite Edge Training Academy takes reasonable steps to protect personal information from loss, misuse, interference, unauthorised access, modification or disclosure.

Information is stored in controlled systems, and access is limited to authorised staff and approved service providers who require it to perform their responsibilities.

Data breaches

If a suspected data breach occurs, Elite Edge Training Academy will take reasonable steps to contain the incident, assess the possible harm and reduce further risk.

Where required under the Notifiable Data Breaches scheme, affected individuals and the Office of the Australian Information Commissioner will be notified.

Artificial intelligence

Artificial intelligence may be used for limited administrative, research or drafting purposes where appropriate privacy and security controls are in place.

Artificial intelligence is not used to make final decisions about enrolment, assessment outcomes, reasonable adjustment, complaints, appeals, disciplinary action or certification.

Personal, sensitive or confidential information must not be uploaded to a public artificial intelligence platform unless its use has been authorised.

Overseas storage

Some approved technology or cloud-service providers may store or process personal information outside Australia.

Where this occurs, Elite Edge Training Academy will take reasonable steps to protect the information and comply with applicable privacy requirements.

Access to personal information and records

Students with a verified Unique Student Identifier may access their nationally recognised training records through their USI VET transcript for training reported from 1 January 2015.

Students and staff may also request access to personal information held by Elite Edge Training Academy. Requests should be made in writing using the contact details provided in this policy.

We may ask the person to verify their identity before releasing information. This helps protect personal information from unauthorised access.

Access will be provided within a reasonable period. Access may be refused or limited where permitted by law, including where providing access would unreasonably affect another person's privacy. Where required, written reasons will be provided.

Information will not be disclosed to another person or organisation without the individual's permission unless the disclosure is required or authorised by law.

Correction of personal information

Students and staff may ask Elite Edge Training Academy to correct personal information that is inaccurate, incomplete, out of date, irrelevant or misleading.

Correction requests will be handled within a reasonable period and will not attract a fee.
Where corrected information has previously been disclosed to another organisation, Elite Edge Training

Academy will take reasonable steps to notify that organisation when requested and where it is lawful and practical to do so.

If a correction request is refused, the person will be provided with written reasons and information about how they may make a complaint. Where appropriate, a note may be added to the record showing that the person believes the information is incorrect.

Retention of student records

Elite Edge Training Academy retains student records for the periods required by applicable legislation and regulatory requirements.

Records of AQF qualifications and statements of attainment issued to students are retained for 30 years.
All assessment evidence submitted by a student is retained for at least two years after the student completes or exits the training product. This includes completed and partially completed assessment evidence where a student withdraws, and evidence collected through a recognition of prior learning process. A longer retention period will apply where required by legislation, a regulator, a licensing authority or a funding agreement.

Other enrolment, participation, progress, financial, complaints, appeals and administrative records are retained for the period required by law or Elite Edge Training Academy's record-keeping procedures.

When personal information is no longer required, it will be securely destroyed or permanently de-identified where lawful.

If Elite Edge Training Academy ceases operating as a Registered Training Organisation, required records will be provided to the Australian Skills Quality Authority in the format and within the timeframe directed by the regulator.

Use and disclosure of personal information

Elite Edge Training Academy will only use or disclose personal information for the purpose for which it was collected, for a related purpose the individual would reasonably expect, with the individual's permission, or where required or authorised by law.

Information may be disclosed to authorised staff, trainers, assessors, government departments, regulators, auditors and approved service providers where required to provide our services or meet our legal obligations.
Elite Edge Training Academy does not sell personal information or disclose student, staff or enquiry information to unrelated organisations for marketing purposes.

Privacy complaints

A person who believes their personal information has not been handled appropriately may make a complaint under the Elite Edge Training Academy Pty Ltd Complaints and Appeals Policy.

The complaint should explain the privacy concern, include any relevant information and state the outcome being requested.

The Academy will acknowledge the complaint within two business days and aim to resolve it within 30 calendar days. The complaint will be handled fairly, confidentially and without disadvantaging the person who raised it. The person will receive written advice explaining the outcome.

If the person is not satisfied with the outcome, they may contact the Office of the Australian Information Commissioner:
Website: www.oaic.gov.au
Telephone: 1300 363 992
Post: GPO Box 5288, Sydney NSW 2001

Monitoring and improvement

The Chief Executive Officer is responsible for monitoring this policy and ensuring that staff and approved service providers understand and follow their privacy responsibilities. Privacy concerns, incidents, complaints and changes to legal or regulatory requirements will be considered as part of Elite Edge Training Academy's continuous improvement processes. This policy will be reviewed annually or earlier when our legal obligations, systems or business practices change.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
13/12/2024	Document creation	360RTO Solutions	v. 1.0	13/12/2024	12/12/2025
1/6/25	Policy reviewed and updated following the commencement of the 2025 Standards for Registered Training Organisations. Updated privacy, student record, USI and RTO compliance requirements.	Cathy Dalton	V 1.1	1/7/25	30/6/26
1/10/26	Comprehensive policy review completed. Updated VET data, record-retention, data security, artificial intelligence, overseas storage and privacy complaint requirements. Outdated third-party marketing provisions were removed and current RTO details were added.	Cathy Dalton	V 1.2	1/10/26	30/6/27

RTO INFORMATION

RTO INFORMATION	
Document Name	Privacy Policy v1.2
RTO/Company Name	The Elite Edge Training Academy Pty Ltd
ABN	46 672 020 021
RTO Code	46327
Phone	0447 003 354
Email	cathy@eetraining.edu.au
Document Owner	Chief Executive Officer
Website	www.eetraining.edu.au
Address	36 Melrose Road, Aberdeen TAS 7310