

## Privacy Policy

### Purpose

The purpose of this policy is to present how Connect Skills Institute Pty Ltd collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This policy also describes how connectskillsinstitute.edu.au (the "Site" or "we") collects, uses, and discloses your Personal Information when you visit or make a purchase from the Site.

### Policy Outline

Connect Skills Institute Pty Ltd collects and stores personal information on our learners and industry clients. Connect Skills Institute Pty Ltd complies with the Privacy Act 1988 (Commonwealth).

### Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- Personal information: "information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not."
- Sensitive information: "(a) information or an opinion about an individual's: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d)

biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

## Policy Detail

### Collecting Personal Information On Our Site

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to process your purchases. We may also collect additional information if you contact us for customer support.

See the list below for more information about what Personal Information we collect and why.

#### Device information

- **Examples of Personal Information collected:** version of web browser, IP address, time zone, cookie information, what sites or products you view, search terms, and how you interact with the Site.
- **Purpose of collection:** to load the Site accurately for you, and to perform analytics on Site usage to optimize our Site.
- **Source of collection:** Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels
- **Disclosure for a business purpose:** shared with Google, Facebook and/or LinkedIn.

#### Order information

- **Examples of Personal Information collected:** name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number.
- **Purpose of collection:** to provide products or services to you to fulfill our contract, to process your payment information, arrange for shipping, and provide you with invoices and/or order confirmations, communicate with you, screen our orders for potential risk or fraud, and when in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.
- **Source of collection:** collected from you.
- **Disclosure for a business purpose:** shared with our processor merchants (Stripe, Paypal, Zip, Openpay) & external services Mailchimp, Zapier.

#### Customer support information

- **Examples of Personal Information collected:** name, billing address, shipping address, email address, phone number and course(s) you are undertaking.
- **Purpose of collection:** to provide customer support.
- **Source of collection:** collected from you.

- **Disclosure for a business purpose:** shared with LiveChat Software, Appointedd, Vastosoft, & Airtable.

### Sharing Personal Information On Our Site

We share your Personal Information with service providers to help us provide our services and fulfill our contracts with you, as described above.

For example: We use WooCommerce to power our online store.

<https://docs.woocommerce.com/document/privacy-payments/>

We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

### Behavioural Advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For example:

We use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information here: <https://policies.google.com/privacy?hl=en>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

We share information about your use of the Site, your purchases, and your interaction with our ads on other websites with our advertising partners. We collect and share some of this information directly with our advertising partners, and in some cases through the use of cookies or other similar technologies (which you may consent to, depending on your location).

For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>

You can opt out of targeted advertising by:

FACEBOOK - <https://www.facebook.com/settings/?tab=ads>

GOOGLE - <https://www.google.com/settings/ads/anonymous>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>

### Using Personal Information From Our Site

We use your personal Information to provide our services to you, which includes: offering products for sale, processing payments, shipping and fulfillment of your order, and keeping you up to date on new products, services, and offers.

### Cookies

A cookie is a small amount of information that's downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies.

Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don't have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it's their first time visiting or if they are a frequent visitor.

We use the following cookies to optimize your experience on our Site and to provide our services.

The length of time that a cookie remains on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted. Most of the cookies we use are persistent and will expire between 30 minutes and two years from the date they are downloaded to your device.

You can control and manage cookies in various ways. Please keep in mind that removing or blocking cookies can negatively impact your user experience and parts of our website may no longer be fully accessible.

Most browsers automatically accept cookies, but you can choose whether or not to accept cookies through your browser controls, often found in your browser's "Tools" or "Preferences" menu. For more information on how to modify your browser settings or how to block, manage or filter cookies can be found in your browser's help file or through such sites as [www.allaboutcookies.org](http://www.allaboutcookies.org)

Additionally, please note that blocking cookies may not completely prevent how we share information with third parties such as our advertising partners. To exercise your rights or opt-out of certain uses of your information by these parties, please follow the instructions in the "Behavioural Advertising" section above.

### Do Not Track

Please note that because there is no consistent industry understanding of how to respond to "Do Not Track" signals, we do not alter our data collection and usage practices when we detect such a signal from your browser.

### Contact Regarding Site Privacy Practices

For more information about our privacy practices, if you have questions, please email: [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

If you would like to make a complaint, please see our complaints and appeals policy for more information.

## **RTO authority to collect and store information**

Connect Skills Institute Pty Ltd is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Connect Skills Institute Pty Ltd to collect personal and sensitive information from its learners. This requirement is specified in the Data Provision Requirements 2011 which is one of five legislative instruments that Connect Skills Institute Pty Ltd must comply with as a condition of its registration.

The data provision requirements require Connect Skills Institute Pty Ltd to collect data from learners in accordance with the Australian Vocational Education and Connect

Skills Institute Pty Ltd Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the learner is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations require Connect Skills Institute Pty Ltd to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements.

Together these requirements form a statutory obligation to collect, store and report information of any learner participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

### Collection and use

Connect Skills Institute Pty Ltd collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to its delivery of the services it offers. Some of the information collected may be regarded as 'sensitive' as defined by the Privacy Act.

### Solicited information

Contact information such as name, organisation, position, address, telephone, and email are collected for marketing, support services, mandatory reporting and for communicating with stakeholders as part of our day to day operation.

In addition to information collected training activity, Connect Skills Institute Pty Ltd will also collect, store and report information relating to satisfaction surveys, complaint handling and on our client employers.

Names, addresses, phone numbers, emergency contact details, bank account details and other employment related information is collected from employees for the purpose of managing human resources. The management of staff personal information complies with this policy.

### Collection methods

Learner personal and sensitive information as well as training activity information is prescribed by the AVETMISS Standard. This information is collected directly from our

learners using enrolment forms which may be paper based or electronic and other administrative forms including but not limited to complaint forms, recognition application, request for refund, transfer application, etc. Much of this information is entered into our learner management software called "Vasto". Hard copy records are retained within our learner files.

Survey responses are collected using our Employer and Learner Satisfaction Surveys which are issued both in hard copy and electronic format. These survey results are returned to the main office and entered into our survey analysis software "Satisfaction Data". Survey forms once entered into Satisfaction Data are either destroyed if hard copy or permanently deleted if in electronic form.

Enquiry information from prospective learners including personal contact information is collected directly from individuals who make data requests either by telephone or email in person or via our website.

### Sensitive information

Personal information collected by Connect Skills Institute Pty Ltd that may be regarded as 'sensitive' under the Privacy Act includes:

- 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys, and may be collected for VET-related research.
- 'Dietary requirements' (health-related) are collected for event catering purposes only.
- Biographical information, which may contain information on 'affiliations' and 'membership of a professional or trade association' are obtained from keynote speakers for event marketing purposes.
- 'Memberships of professional associations' and 'health and work injury information' is collected from Connect Skills Institute Pty Ltd employees for HR management purposes.

### Direct marketing

Connect Skills Institute Pty Ltd respects an individual's right not to receive marketing material, and provides an option within communications for individuals to unsubscribe from receiving marketing material. Connect Skills Institute Pty Ltd conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006.

### Unsolicited personal information

If Connect Skills Institute Pty Ltd should receive unsolicited personal information, it will be treated and managed according to the Australian Privacy Principles.

### Notification of collection

Connect Skills Institute Pty Ltd aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing but may be verbal for telephone help-desk services, or research conducted by telephone interview.

- Marketing – notification is provided on our website course application page. Individuals are also notified at the time of collecting personal information for events. A privacy notice is provided in all Connect Skills Institute Pty Ltd marketing communications such as emails.
- Quality Indicator surveys – notification is provided at the time of collecting the information (online or by telephone).
- Connect Skills Institute Pty Ltd staff – Notification is provided on employment commencement.

### Disclosure of personal information

Connect Skills Institute Pty Ltd does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.



Connect Skills Institute Pty Ltd may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances, Connect Skills Institute Pty Ltd will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs. Connect Skills Institute Pty Ltd does not sell its mailing lists to third-parties for marketing purposes. Connect Skills Institute Pty Ltd does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

### Management of personal information

Connect Skills Institute Pty Ltd endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. Connect Skills Institute Pty Ltd routinely updates the information held in its customer relationship management system. This includes confirming with learners who are returning for a new enrolment if their personal contact details have changed.

### Access to and correction of personal information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by Connect Skills Institute Pty Ltd.

Connect Skills Institute Pty Ltd does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made in accordance with the learner access to records policy.

### Information retention and disposal

Personal information is held in electronic and paper format:

- Information collected from learner enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held in Vasto and email contact lists.

- Names and contact details collected during the delivery of services may be held either in electronic form in Connect Skills Institute Pty Ltd document management system or in paper documents which are locked in cupboards and filing cabinets.
- Personal staff information is held in Vasto and HR management, pay roll database.
- Backup copies of all electronic files held in Connect Skills Institute Pty Ltd systems are kept in the event of system failure/loss. All backup copies of system files are secured.

Connect Skills Institute Pty Ltd retains personal information for 30 years. When personal information is no longer necessary for Connect Skills Institute Pty Ltd business functions, and it is lawful to do so, Connect Skills Institute Pty Ltd destroy the information.

### Information security

Connect Skills Institute Pty Ltd takes active steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

- Connect Skills Institute Pty Ltd systems and internal network are protected from unauthorised access using appropriate technologies. Most system data transferred over the internet is protected by Secure Socket Level protocol (SSL). The inherent risks associated with data transmission over the internet are, however, commonly acknowledged. Individuals, who do not wish to provide their personal information via the online website forms have the option of mailing this information to Connect Skills Institute Pty Ltd.
- Access to Vasto is protected through user log-on and password, and assignment of user access rights.
- Vasto is located within Australia and is required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Connect Skills Institute Pty Ltd premises and data storage systems are fully secured. Connect Skills Institute Pty Ltd practices clean-desk policy and locking workstations

when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed. All hardware is properly 'sanitised' before disposal.

### Complaints and concerns

Complaints or concerns about Connect Skills Institute Pty Ltd management of personal information should be directed in writing to Connect Skills Institute Pty Ltd. Connect Skills Institute Pty Ltd will respond in writing within 10 business days.

Complaints received by Connect Skills Institute Pty Ltd will be managed in accordance with the Complaints and Appeals Policy.

### Approval Authority

This document is approved by the Executive Management as indicated with the electronic control copy maintained within the Quality Management System and as such all hard copies need to be verified.

### Changes

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

### Documents Referenced

- Complaints and Appeals Policy
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012