

# Privacy Statement

Goodstart Institute of Early Learning (The Institute) provides training and assessment services for nationally accredited vocational education and training programs, focused on the Early Childhood Education and Care sector. The Institute is committed to safeguarding your privacy. The Privacy Act 1998 (Cth) (Privacy Act), Australia Privacy Principles and any relevant registered privacy codes govern the way we manage your personal information. This policy demonstrates how The Institute collects, uses and discloses the personal information we collect from you.

## Collection of Personal Information

### Purpose

The Institute collects and holds personal information about you (that is, information relating to an individual or which can be used to identify an individual), that is reasonably necessary for, or related to, our activities and the services we provide. The purposes for which your personal information is collected will usually be obvious at the time it is collected. The Institute collects and holds personal information about you for the purposes of delivering training and assessment services in accordance with the VET Quality Framework for Registered Training Organisations (RTO). The Institute will only use your personal information for the purpose it was collected or a reasonably expected or related secondary purpose.

### Kinds of Information Collected

Kinds of personal information The Institute collects and holds may include your; name, gender, address, phone numbers, facsimile number, email address, date of birth and place of birth, employment details, Aboriginal and/or Torres Strait Islander status, passport number, copies of your photo identification (such as copies of your driver's licence, passport, 18+ card, or any other government issued identification), previous study details, academic transcripts, physical or mental illness or disabilities, language, literacy and numeracy (LLN) level, Centrelink Customer Reference Number (CRN), and credit card details and/or other information relevant to providing you with training and assessment services.

### Method of Collection

Personal information will generally be collected from you directly through the use of our standard forms, over the internet via our website, via email or written communication with you, or through a telephone conversation with you.

There may on occasion be instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect the personal information from you directly. We will notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

## **Failure to Provide Information**

If you do not wish for your personal information to be collected you should discuss this with a Student Services team member. The Institute's employees will act strictly in accordance with this policy and will be happy to discuss the reasons for seeking to collect your personal information. They will also discuss with you any consequences of not providing your personal information, or providing incomplete or inaccurate personal information, which may include an effect on what services The Institute can provide to you.

## **Use of Personal Information**

The Institute takes serious its responsibilities when dealing with your personal information. The Institute will collect, hold, and use personal information for purposes associated with: providing training and assessment services; assessing eligibility of traineeships or apprenticeships; relevant State and Federal Government reporting of students and their academic progress where required under law; providing you with information about our organisation, and activities via letters, email, sms, telephone and other organisation communication channels; and requesting information from you about our organisation via surveys.

## **Direct Marketing**

If the Institute has collected your information directly from you and we believe you reasonably expect us to, we will use or disclose your personal information to communicate directly with you to promote our services. The Institute will provide you with a way to easily opt out of receiving direct marketing messages, and will stop sending direct marketing communications if you ask us to.

## Sensitive Information

In some circumstances The Institute may seek to collect personal information that is sensitive. This may include information such as any physical or mental illnesses or disabilities you may have, and your language, literacy and numeracy (LLN) level. We collect this information as it is reasonably necessary to enable The Institute to provide training and assessment services to cater for your individual needs and requirements.

For example, you may have difficulty reading and/or writing and The Institute may need to provide additional assistance or tailored assessment methods to suit your needs.

The Institute will only collect your sensitive information with your consent and will ensure that it is stored securely. If you do not wish for your sensitive information to be collected by The Institute, you should discuss this with a member of The Institute's Student Services team.

The Institute's employees will act strictly in accordance with this policy and will be happy to discuss the reasons for seeking to collect your sensitive information. They will also discuss with you any consequences of not providing your sensitive information which may include an effect on the services The Institute can provide to you.

## Disclosure

The Institute will only use or disclose your personal information for the purpose it was collected or a reasonably expected or related secondary purpose.

We may disclose personal information about you to:

- third party service providers, who assist us in operating our business (including credit reporting bodies, collection agencies, legal advisors and technology service providers). We will take all reasonable steps to ensure these service providers do not breach the Australian Privacy Principles. These providers may be based overseas or use overseas infrastructure to perform services for us, including in the U.S.A., Singapore and New Zealand
- a purchaser of the assets and operations of our business or a part of it, provided those assets and operations are purchased as a going concern (i.e. the purchaser buys the whole business of Goodstart Institute of Early Learning)
- State and Federal Government departments, ministries, agencies, councils, or authorities where reporting of students and their academic progression and results is required by law for The Institute to continue operating as a Registered Training Organisation (RTO).

The Institute will not otherwise use or disclose personal information to a third party for any other purpose without your consent unless it is authorised or required by law.

## **Access and Correction**

You may request access to your personal information. Ordinarily The Institute will require you to make a request for access in writing to the Privacy Officer. The Institute's employees other than the Privacy Officer are not generally able to provide you with access.

If at any time you believe The Institute's record of your personal information is incorrect, please let The Institute know. We will take reasonable steps to correct the information so that it is accurate, complete and up-to-date.

In some circumstance which are prescribed by the Privacy Act, such as where to do so might put a person at risk of harm or have an unreasonable impact on the privacy of others, The Institute may decline access to personal information. If your request for access is denied, The Institute may tell you why.

## **Internet**

If you access our website, we may collect additional personal information about you in the form of your IP address or domain name. Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and any linked websites are not subject to our privacy policies and procedures.

## **Information Storage and Security**

Personal information collected by The Institute will be stored securely in paper form or electronically at a Goodstart Institute of Early Learning training hubs, and/or at the Goodstart Institute of Early Learning head office. The Institute may store, process or back-up your personal information on computer servers that are located within Australia and overseas, including through third party services providers who assist us in operating our business. Only authorised employees from The Institute and third party providers will have access to your information and this access will be structured in such a way as to ensure the use and disclosure as stated above. We will take reasonable steps to protect any personal information that we hold from unauthorised access, modification, misuse, loss and disclosure.

## **Amendments to this Privacy Statement**

The Institute may change this Privacy Statement at any time without prior notice. When we do so, we will notify you of the changes by posting an updated version of the policy on our website.

## Privacy Act 1998 (Cth)

This notice is provided for your information and is not intended to limit or exclude your rights under the Privacy Act 1998 (Cth).

## Complaints and Feedback

If you wish to make a complaint about a breach of the Privacy Act, Australian Privacy Principles or a privacy code that applies to us, please contact us as set out below and we will take reasonable steps to investigate the complaint and respond to you. If you are not happy with our response, you may complain directly to the Australian Information Commissioner.

If you have any queries or concerns about your privacy policy or the way we handle your personal information, please contact the Privacy Officer at:

Postal Address: Goodstart Institute of Early Learning, Attention: Privacy Officer, PO Box 12089  
George Street, Brisbane, Qld, 4003

Email Address: [privacy@goodstart.edu.au](mailto:privacy@goodstart.edu.au)

Telephone: +61 1800 617 455

## More Information

For more information about privacy in general, you can visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au)