



# PRIVACY NOTICE

V1.0 February 2022

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## Administration

Office Hours:

Monday to Friday 9.00am to 2.30pm  
excluding Public Holidays.

Email: [admin@sharedhopetraining.com](mailto:admin@sharedhopetraining.com)

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## Privacy Notice

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

We also use some of this information to better assist in the delivery of training to our students to understand you and further improve how we can provide a better service. For Example - language you speak, to more complex things like If you have a disability, ie. Hearing impaired.

We collect information in three ways:

**Information you give us.** For example, our Enrolment forms require you to provide [personal information](#), like your gender, name, date of birth, occupation, place of birth, email address, telephone number. Payment details at times -if you choose to pay your enrolment fee via our online booking site using SQUARE Point of Sale (i.e. credit/debit card or eftpos), Shared Hope Training will require your credit card or debit card details. We use that information only at the time of payment and no records are kept, we have security systems in place to maintain the integrity of our electronic systems

We also require information on any previous qualifications and your current employment status. We also may require you fill in our feedback form to

**Photos taken during a classes.** We may take photos during our class activities

And sometimes may load them to Facebook to make our business more fun for our student to engage with us. If you don't want that to happen please advise us and if you wanted them taken down please advise us also

**Information we get from your use of our training.** We may collect information about the services that you use and how you use them, like when you visit a website or Facebook that uses our advertising services or you view and interact with our ads and content. This information includes:

- **Facebook information**

We may have access to view your Facebook user profile.

- **Location of your information**

Your information is stored safely on the enrolment form which is entered into our RTO database system, then filed in our lockable filing cabinets saved and uploaded to our secure cloud based system.

- **Local storage / Cloud**

We collect and store all information (including personal information) locally on our secure RTO database.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We use the information we collect from all of our students to provide training and collect fees.

We may use your personal information for government fee assistance. We may also use photos taken from our classes for our Shared Hope Training Facebook page (albums)

Any Credit card/debit card details we collect are entered into pay pals, virtual terminal upon your request and are not stored for future fees or enrolments.

When you contact Shared Hope Training, we may keep a record of your communication to update details, help solve any issues you might be facing. We may use your email address to inform you about our services and products that we make available to our valued customers, such as letting you know about upcoming changes or renewals.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

Shared Hope Training processes personal information on our database. We may process your personal information on certificates and statements of Attainments.

### **How we disclose your personal information**

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

- **With your consent**

We will share personal information with companies, organizations or individuals outside of Shared Hope Training when we have your consent to do so. We require written consent by means of letter or email. (Government fee assistance)

- **For legal reasons**

We will share personal information with companies, organizations or individuals outside of Shared Hope Training if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- meet any applicable law, regulation, legal process or enforceable governmental request.
- enforce applicable Terms of Service, including investigation of potential violations.
- detect, prevent, or otherwise address fraud, security or technical issues.
- protect against harm to the rights, property or safety of Shared hope Training, our students or the public as required or permitted by law.

We may share aggregated, [non-personally identifiable information](#) publicly and with our partners - like publishers, advertisers or connected sites. For example, we may share information publicly to show trends about the general use of our training services.

If Shared Hope Training is involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation

- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact Shared Hope Training (First Aid Training Caboolture) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

*Shared Hope Training; RTO: 31124. Shop 1 / 13 Beerburrum Road, Caboolture QLD 4510. (07) 5498 9028. and our privacy policy is written within our student handbook located at <https://www.firstaidtrainingcaboolture.com.au/studentinfo/>*