



# PRIVACY POLICY

## PRIVACY POLICY

### POLICY STATEMENT

This policy explains how Australasian Response Group (ARG) collects, uses, discloses, stores and protects personal information related to students, clients and other individuals interacting with our organisation.

It also explains how individuals can request access to, or correction of, their personal information or report any suspected privacy breaches.

ARG is committed to protecting the privacy of the information you provide.. This policy outlines how we comply with:

- ◆ Privacy Act 1988 (Cth).
- ◆ Australian Privacy Principles (APPs).
- ◆ Standards for RTOs 2025.
- ◆ Standards for RTOs 2025 – Outcome 1.5 – Providing accurate and accessible information to prospective and current learners.
- ◆ Standards for RTOs 2025 – Outcome 4.2 – Compliance and regulatory reporting.
- ◆ Data Provision Requirements 2020.
- ◆ National VET Data Policy.
- ◆ National Vocational Education and Training Regulator Act 2011.
- ◆ Privacy Notice at Schedule 1.

A copy of a student’s results may be provided to employers where the training has been funded by the employer with the student’s permission.

Any other third-party access must be authorised via a completed *Third-Party Release of Information* form.

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## COLLECTION OF PERSONAL INFORMATION

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ARG only collects personal information necessary for our core activities. This includes:

- ◆ Directly from the individual, e.g. written/verbal communications.
- ◆ Training course enrolment forms which include names, contact details, USI number, email address, emergency contacts, photo identification, etc.
- ◆ Where required by law or regulatory reporting.
- ◆ ARG will notify individuals of:
  - ◆ The purpose of collecting the information.
  - ◆ How to access, correct or lodge a complaint about the handling of personal information.

## SENSITIVE INFORMATION

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Sensitive information includes an individual's race or ethnic origin, religion, health, criminal records, etc. ARG only collects sensitive information when:

- ◆ It is reasonably necessary for our core functions as a training provider.
- ◆ It is provided with consent or required by law.
- ◆ It relates directly to the training service being delivered.
- ◆ For a secondary purpose that is directly related to the primary purpose.

## USE OF PERSONAL INFORMATION

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ARG may use personal information for:

- ◆ Updating and managing the RTO Database.
- ◆ Processing payments and managing accounts.
- ◆ Meeting legal or regulatory obligations.
- ◆ Communicating with individuals regarding enrolment, training updates or relevant services.

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## DISCLOSURE OF PERSONAL INFORMATION

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Personal information is only used or disclosed for the purpose it was collected unless otherwise authorised. This may include:

- ◆ Reporting to the Australian Government and designated authorities such as TAC, NCVER, etc.
- ◆ Auditor access for regulatory purposes.
- ◆ Legal or public interest disclosures, e.g. law enforcement.

ARG does not disclose personal information to unrelated third parties without written consent.

## STUDENT ACCESS TO TRAINING RECORDS

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Students can request access to:

- ◆ Personal details.
- ◆ Qualifications, Statements of Attainment and/or Records of Results.
- ◆ Recognition of Prior Learning (RPL) and/or Verification of Competency (VOC) certificates.

Identity verification is required to gain access. Change of name requests must be supported with verified documentation.

Any other third-party access must be authorised via a completed *Third-Party Release of Information* form.

Contact the ARG office by emailing [admin@argrescue.com.au](mailto:admin@argrescue.com.au) for student access. If you call by telephone, you will need to answer identity verification questions to ensure the correct record is identified for changes.

## STORAGE AND SECURITY OF PERSONAL INFORMATION

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ARG securely stores personal information through systems including:

- ◆ Password-protected databases and servers.
- ◆ RTO Database and AVETMISS platforms.
- ◆ Role-based access controls to restrict system entry.

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Personal information includes:

- ◆ Contact and employment details.
- ◆ Cultural background.
- ◆ Photo identification.
- ◆ Disability information.
- ◆ Education history.
- ◆ Training history and results.
- ◆ USI and issued documentation.

## **PRIVACY BREACHES**

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Individuals may lodge a complaint if they believe ARG has mishandled personal information. Complaints should be submitted in writing using ARG's *Complaint and Investigation Form*. All privacy complaints are reviewed by RTO Administration and responded to within ten (10) business days.

## **ENROLMENT DOCUMENTATION**

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Under the NVETR Legislation, the [Privacy Notice](#) must be included in ARG's enrolment documents.

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### **References:**

*Outcome Standard 2.1, 2.7 and 4.2*  
*Compliance Requirements – Clause 10 and Clause 20*  
*RTOC-QP-002 and RTOC-QP-005*

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