

## PRIVACY POLICY

This Privacy Policy has been implemented to ensure that Fit Education protect the privacy of personal information that is collected through our website, from industry partners, contractors of Fit Education or provided directly by you. Please be assured that all personal information provided by you will only be used in accordance with this Privacy Policy and the Australian Privacy Principles.

Fit Education respects the privacy of staff, students, suppliers, clients and other organisations involved in the operation of Fit Education and strives at all times to ensure that the level of privacy protection achieved through its operations is the highest possible.

### Types of Information Collected and Held

Personal information is collected by Fit Education in order for it to carry out its functions as a registered training organisation (RTO). Personal information that is collected includes:

- Your name, date of birth and gender;
- Contact details (address, email, phone); and
- Education and qualifications.

When enrolling into accredited programs with Fit Education, we are also obliged to obtain Australian Vocational Education and Training Management of Information Statistical Standard data which includes:

- whether you are Aboriginal or a Torres Strait Islander; and
- whether you have a disability;
- language and literacy needs.

### Purpose for which information is collected

Fit Education's reasons for collecting, holding, using and disclosing personal information are for:

- the processing and approval of enrolment applications into Fit Education's courses and programs;
- transactions including the payment of services and Fit Education materials;
- accessing information to help confirm eligibility for a student's right to government funding and previously completed training.
- measure consumer interest in Fit Education's services;
- marketing and promotional purposes including to inform you of other Fit Education's products and services, events and training;
- reporting to various government departments for the purposes of statistical analysis, records of qualifications/statements of attainment issued and to meet the requirements of training funding agreements;
- student support services;
- the sharing of curriculum information with facilitators and assessors to deliver training and qualifications;
- access to online systems.

### Use of Personal Information

Fit Education collects and uses personal information for the following purposes:

- the processing and approval of enrolment applications into Fit Education's courses and programs;
- transactions including the payment of services and Fit Education materials;
- third party training which occurs on Fit Education's premises;
- measure consumer interest in Fit Education's services;
- marketing and promotional purposes including to inform you of other Fit Education's products and services, events and training;

- reporting to various government departments for the purposes of statistical analysis, records of qualifications/statements of attainment issued and to meet the requirements of training funding agreements;
- student support services;
- the sharing of curriculum information with facilitators and assessors to deliver training and qualifications;
- access to online systems.

By providing us with personal information, you consent to the disclosure. Where we disclose your personal information to third parties.

## Unique Student Identifier (USI)

You will be required to have a Unique Student Identifier (USI) before you can enrol in any Nationally Recognised Training (NRT) product including Qualifications, Units of Competency, Skill Sets and/or Accredited Courses.

Your USI will need to be verified at the time of enrolment. This process requires us to collect and use personal information about you, including your full name, date of birth, home address, telephone numbers, email address). This information will only be disclosed to the Australian Government in relation to your enrolment with us, or as otherwise required by law.

Your USI is required for us to be able to issue you with any Australian Qualifications Framework (AQF) documentation including parchment, statement of attainment or other testamur related to your enrolment with us. We are unable to issue AQF documentation to you without being in receipt of a verified USI, unless an exemption applies.

If you are unable to provide sufficient personal information for us to meet our obligations with respect to the USI, we may be unable to provide certain services to you such as verification of your USI and/or issuance of certification.

## Release of images or personal information for publicity purposes

If you attend any of our classroom based training programs, photographs, films, videos, audio recordings or other reproductions may be taken of you during the conduct of that program, activity or event.

If any person or organisation is referred to individually or directly in marketing and advertising, we will ensure that the written consent of such individual or organisation is obtained prior to use. This includes quoting an individual or organisation as source of comment or testimonial, or a picture where any individual is identified by name. We will abide by the conditions of such consent at all times.

## Provider Accessing collected information

You may at any time request access to the information that Fit Education has collected from you. This request must be in writing and all enquiries should be made by contacting Fit Education via email at [info@fiteducation.edu.au](mailto:info@fiteducation.edu.au) or mail addressed to the Administration Manager, Fit Education Pty Ltd, PO Box 2505, Graceville Qld 4075

Fit Education may require that you provide sufficient identification before allowing you to access the personal information held about you. If Fit Education is required or authorised by law to do so, it may refuse to provide you with access to this information.

Fit Education will either provide you with access or inform you of its decision to refuse access within 14 days of receiving your request.

## Unsubscribe

To unsubscribe from our e-mail database or opt out of communications, you are welcome to do so at any time. Please use the link provided in future subscriber email communications or by contacting us at the details below.

## Complaints

If you believe that we have breached the Australian Privacy Principles and wish to make a complaint, please email us setting out details of the breach. We will promptly investigate your complaint and will endeavour to respond to you in writing within 28 days setting out the outcome of our investigation, what steps we propose to take to remedy the breach and any other action we will take to deal with your complaint.

**To contact our Privacy Officer, please contact us at:**

Fit Education  
PO Box 2505, Graceville Qld 4075

[info@fiteducation.edu.au](mailto:info@fiteducation.edu.au)

## Collection Statement

Fit Education collects your personal information (such as your name and contact details) directly from you when you request information about Fit Education programs and courses or submit an online entry form.

We collect your personal information for the purposes of keeping you informed of the services we offer and developments that may be of interest to you, notifying you of events and training courses that we are holding and running surveys to improve our services.

If you are undertaking training for a qualification we will contact you either directly or via a third party to assist with your education, curriculum and assessment.

If we do not collect your personal information as described, we may not be able to provide you with the information you have requested or provide certain services to you. We may disclose some or all of this personal information to third parties with whom we may collaborate for events or training sessions or service providers providing services such as marketing or IT management.

Fit Education may disclose your personal information to overseas recipients for support and assistance as Fit Education uses cloud based internet applications that are hosted outside of Australia for its operational business platform.

Our privacy policy above contains information about how you may access the personal information that is held by us and seek correction of such information. This policy also contains information about how you may complain to us about a breach of the Australian Privacy Principles and how we will deal with such a complaint.