

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.

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.

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 a RTO.

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.

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.

If you would like to seek access to or correct your information, in the first instance, please contact Fit Education.

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>.

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Fit Education for statistical, regulatory and research purposes. Fit Education may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;

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 Fit Education 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

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

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 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

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.