

RTO Privacy Statement

POLICY

alffie in accordance with the Australian Privacy Principles has a commitment to ensuring that all reasonable steps are taken to protect the privacy of its consumers and staff. The following policy and procedure outlines how personal information is collected, used, disclosed, stored, destroyed.

This statement only applies to personal information maintained by alffie and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words 'we' and 'us' in this document refer to alffie.

PROCEDURE

The RTO is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS standards as specified by government regulators.

Information collected includes general personal details, and may include details of any disability or health issue that may affect the student's ability to undertake training and/or assessment activities.

The RTO will only collect personal information that is required for the purposes of training, work placement or in meeting government reporting requirements.

The RTO collects all personal information in writing, either from a personal details form, or an enrolment application, directly from the person whom the information is about. The RTO may also collect information via an enrolment referral form, which is

completed by an authorised third party such as employment/work placement service providers, other RTO's and recruitment agents or brokers.

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications,, government benefit card, etc.

If you decline to provide your personal information, alffie may not be able to:

- Provide the product or service you requested, or
- Enter into a business relationship with you.

Your Company Information

We will keep any information in your organisation's Account confidential. We will make reasonable efforts to keep any such information that we have about your organisation secure and to ensure that any of our employees or agents who have access to this information do not make any modification, reproduction, unauthorised use or disclosure of that information.

Collection of personal information

Personal information will only be collected in relation to the provision of training services and the operation of the Registered Training Organisation.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer however this will not include sensitive information.

USE AND DISCLOSURE OF INFORMATION

Your Personal Information

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written);
- it is authorised or required by law, or necessary for enforcement of law;
- it will protect the rights, property or personal safety of another person; or
- the assets and operations of the RTO business are transferred.

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

1. To access your personal information, you will need to contact the Student Support department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.
2. Our information systems and files are kept secured from unauthorised access and our staff and contracted agents/ service providers have been informed of the importance we place on protecting privacy and their role in helping us to do this, and are contractually bound to honour such privacy.

Your Company Information

We will only disclose information that we have about you or your organisation:

- to the extent specifically required by law; or
- for the purposes of this agreement (including disclosing information in connection with any query).

Information provided by you or your organisation is considered confidential and will not be divulged to any third party, nor will it be sold.

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Support department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification in person to view the information.

Storage & Security

Storage of personal information (and the disposal of information when no longer required) is managed in accordance with the Australian Government's records management regime. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access; and
- storing paper-based documents securely on our premises.

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Resolving privacy concerns

A complaint about information privacy indicates alffie's procedures, staff or quality of service associated with the collection or handling of personal information will be investigated. alffie will be efficient and fair when investigating and responding to information privacy complaints.

If you would like further information on our Privacy Policy or if there any concerns over the privacy protection of the information given to us or that we have collected from others, please contact the Student Support on 1300 253 343 or at support@alffie.com

Copyright and Proprietary Rights

alffie and the courses available are the property of alffie and are protected by Australian and

International Copyright laws. All copyright, trademark, and other proprietary rights associated with course text, graphics, design elements, audio, music and all other materials originated from or used within the program are reserved to alffie.

The User may not reproduce, upload, print, transmit, download or distribute any part of the program other than for its original intended use for Students. The User shall observe copyright and other restrictions imposed by alffie . The User may not use any alffie programs in any manner that infringes the rights of any person or entity.

Limited Liability

- alffie's owners, administrators, or distributors shall not be liable for any consequence arising from failure, or delay, in the performance of any of their obligations, or duties, or support expectations to Users of the system.
- All of Alffie 's material, together with any suggestions, recommendations, opinions, instructions or any other communication made, both oral and written, directly or indirectly, is offered to Users in good faith.
- No condition, warranty or representation, expressed or implied, is given as to its validity or to the results obtained. The organisation/user alone is responsible for the proper adoption of alffie's materials to their own needs, circumstances and operating environment.

Indemnification

The Client agrees to defend, indemnify and otherwise hold harmless alffie and its officers, directors, agents, employees, shareholders, successors and assigns from and against any cause of action or claim, including court costs, expenses and legal fees, related to or

arising from the Client's Prohibited Conduct or other improper or illegal use of the program, or breach of these Terms.