



PRIVACY POLICY

JANUARY 2020 EDITION

QLD Training Association Pty Ltd
trading as iLearn eCollege

ABN: 24 126 427 634

National Provider Number: 32446

PURPOSE

iLearn eCollege is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth) (Privacy Act). This Privacy Policy describes the manner in which iLearn eCollege collects, holds and uses Personal Information that is covered by the Privacy Act.

iLearn eCollege may, from time to time, review and update this Privacy Policy. This includes taking into account new laws, regulations and technology. All Personal Information held by iLearn eCollege will be governed by our most recent Privacy Policy. Our most recent Privacy Policy will apply to our collection, use and disclosure of Personal Information.

The following privacy policy applies to all iLearn eCollege users, and conforms to internet privacy standards.

COLLECTION

iLearn eCollege may collect and hold Personal Information about you such as your name, gender, date of birth, contact details (including your address, phone number and email address, whether personal or for work), financial information, billing or payment details, bank account details, tax file number, products and services information and preferences. iLearn eCollege does not collect sensitive information and we will only collect such information with your consent if it is reasonably necessary for one or more of our functions or activities.

USE AND DISCLOSURE

Any details collected from iLearn eCollege customers are required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:

- Determine whether we can provide suitable training
- Manage administration of training and services
- Communicate in the case of an emergency
- Report to government agencies and other regulating bodies, funding or industry bodies as required (see below).

Personal information will not be used or disclosed for a secondary purpose unless the student has consented. iLearn eCollege will never disclose personal student information unless required under legislation, such as providing AVETMISS data to the National Centre for Vocational Education Research (a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training nationally) and the Australian Skills Quality Authority (ASQA).

ASQA is the regulator for Australia's vocational education and training sector and may require iLearn eCollege to disclose student contact information to enable them to monitor the quality of the service provided by iLearn eCollege. iLearn eCollege may release information to third parties such as job service providers that have funded a student's course. However, this will only be done with a student's consent after they have completed a Consent to Release Information document.

ACCESS TO COLLECTED INFORMATION

Students have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at rto@ilec.edu.au.

LEGAL

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

DATA QUALITY

iLearn eCollege will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date. The student will be given access to the information held where required. iLearn eCollege will correct and update information errors described by the student.

DATA SECURITY

iLearn eCollege will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

NOTIFIABLE DATA BREACHES

As required under the Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB Act), iLearn eCollege has a Data Breach Procedure and Response Plan in place, in the event that the business experiences a data breach that is likely to result in serious harm.

UNIQUE STUDENT IDENTIFIER

Commonwealth Government identifiers (e.g. Medicare number or tax file number) will only be used for the purposes for which they were issued.

ANONYMITY

Wherever possible, iLearn eCollege will provide the opportunity for the student to interact with them without identifying themselves.

TRANSBORDER DATA FLOW

The student's privacy protections apply to the transfer of personal information out of Australia.

COMPLAINTS

Should an individual wish to make a formal complaint in regards to our privacy policy, please email us directly at rto@ilec.edu.au