

Privacy Policy

FLEXLEARN Privacy Policy - Current at March 12, 2014

This Privacy Policy is based on the Australian Privacy Principles contained in Schedule 1 in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which amends the Privacy Act 1988.

Protecting personal information is important to FLEXLEARN and personal information will be held in confidence.

Personal information will only be used for the purposes it was collected or in the way that the provider has given FLEXLEARN permission to use it.

Types of Personal Information FLEXLEARN Collects and Holds

Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

We generally ask for all or some of the following types of personal information:

- Title, name, address and contact details;
- Gender;
- Date of birth;
- Credit card or bank account details.

Depending on the service you select we may also ask for other types of personal information such as:

- Employment information
- Educational qualifications
- Academic transcripts
- Current course of study at an Australian institute or RTO
- Passport details
- Birth certificate
- Or other ID (Medicare, Healthcare ...) Card
- Rate notice or rent receipt

Why we collect Personal Information

FLEXLEARN collects personal information for the purposes of:

- (a) providing students with a comprehensive range of learning products and services and with information regarding relevant products and services from FLEXLEARN;
- (b) performing its role as an assessor of skills and experience for RPL purposes;
- (c) seeking a better understanding of student needs in order to develop a continually relevant range of support products and services;
- (d) to satisfy the data collection requirements under the AVETMISS standard regulated by the Education Departments in each State, Territory and the Federal Government.

When collecting personal information by whatever means FLEXLEARN will ensure that appropriate notices are given and consents obtained in accordance with the Australian Privacy Principles. Most information is collected directly from the individual concerned. FLEXLEARN also may obtain some personal information from third party sources. In such cases FLEXLEARN will inform the party that their information is recorded only in relation to the assessment for which they have been referred as a reference.

How we collect Personal Information

Normally the personal information we require to deliver our products and services we collect directly from you. We do so:

- by using written forms
- via the internet via our websites (enrolment & other forms)
- by email
- by telephone
- in person to person contact

We also collect Personal Information from third parties e.g. References supplied by students to confirm skills work experience and existing qualifications. This information may come from a third party not named by the student who represents the firm (institution) from where we confirm the veracity of the student's information provided to FLEXLEARN

Disclosure of Personal Information

Personal information provided to FLEXLEARN will not be disclosed to other organisations or individuals without the provider's express permission or when obliged to provide such information by lawful authority.

Students understand that the relevant government departments, in particular, the Department of Education both federally and in each state will collect data in relation to the course a student is undertaking.

FLEXLEARN will never sell, trade, lease or rent any personally identifiable information to other organisations without specific authority being given by the student other than that as stated and agreed when collecting information from students or other persons.

FLEXLEARN reserves the right to communicate with students about their course and other courses and offerings by FLEXLEARN.

Security of Personal Information

We have implemented technology and security processes to protect the personal information that we have collected and we will take all reasonable steps to protect the information. However, there are risks in transmitting information across the Internet so we cannot ensure the security of any information transmitted to us online and individuals do so at their own risk. Our websites have electronic security systems in place, including the use of firewalls and data encryption. User identifiers and passwords are also used to control access to your personal information.

FLEXLEARN limits physical access to its offices. FLEXLEARN maintains all personal information, including its student records in 'in-house' databases, in controlled environments that are secured against unauthorised access. Data is also kept in AVETMISS software under secure access conditions by company, VMLEARNING, they provide their own privacy and security policies to the satisfaction of FLEXLEARN.

FLEXLEARN'S Cottonsoft servers (where data is collected) are located in an ISO 27001 (Information Security Management System) certified facility.

Correct, update or delete personal information

Every effort is made to ensure that personal information held is current, accurate and complete.

Access to Personal Information

Any individual has the right to seek access to personal information we hold on them.

information by visiting My FLEXLEARN/Membership on the FLEXLEARN website.

Students can access the personal information we hold on them by contacting the FLEXLEARN Privacy Officer (details below), either in writing or by email. The person seeking access will be asked to verify their identity before the information is released.

Complaints

Complaints concerning the collection, disclosure or handling of your Personal Information by FLEXLEARN should be addressed to the FLEXLEARN Privacy Officer (details below). Any complaint should include the date, time and circumstances of the matter, how you believe your privacy has been invaded and how you would like your complaint resolved.

The Privacy Officer will attempt to resolve the complaint within 5 business days but this timeframe may be extended if further information is required from the complainant and/or an involved third-party.

If the complaint is not resolved to your satisfaction you can refer it to the Office of the Australian Information Commissioner.

Privacy Officer

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