

The purpose of this Privacy Policy is to ensure that at ABC Training and Consulting, we prioritise the protection and privacy of personal information entrusted to us. We are committed to adhering to the Australian Privacy Principles (APPs) and the Privacy Act 1988, which govern the collection, use, disclosure, and security of personal information. This Privacy Policy outlines our practices regarding the collection, storage, and handling of personal information, as well as the measures we take to safeguard the privacy of individuals who engage with our Vocational Education and Training (VET) services. By providing transparency and clarity, we aim to build trust and confidence in our commitment to privacy and data protection.

This policy and procedure applies to all stakeholders of ABC, including students, trainers and assessors, staff, and external parties.

Policy

ABC Training and Consulting collects and manages personal information to deliver Vocational Education and Training (VET) services, meet regulatory and funding requirements, and support business operations.

We take all reasonable steps to ensure that personal information is:

- Collected lawfully and fairly
- Accurate, complete, and up to date
- Protected from misuse, loss, unauthorised access, modification, or disclosure

Use and Disclosure of Personal Information

Personal information is used for the primary purpose for which it is collected, including:

- Delivery of training and assessment services
- Determining eligibility for government funding
- Reporting to regulatory bodies and government agencies
- Communicating with students, employers, and stakeholders

We may disclose personal information where required or authorised by law, including to:

- State and Territory Training Authorities
- Australian Government agencies
- Regulators under the *National Vocational Education and Training Regulator Act 2011*
- Contracted service providers supporting our operations

We do not disclose personal information to third-party marketing organisations without consent.

Types of Personal Information Collected

We may collect, hold, and use the following types of personal information, including but not limited to:

- Name, date of birth, and contact details
- Address and identification information
- Employment and education history
- Unique Student Identifier (USI)
- Language, cultural, and demographic information
- Information relating to government funding eligibility
- Medical conditions or disabilities (where relevant to training support)

Personal information is primarily collected during enrolment, but may also be collected during enquiries, training delivery, assessment, and ongoing engagement.

Use of Technology, Systems and Third Parties

ABC Training and Consulting utilises secure digital systems and third-party service providers to support operations, including student management systems, cloud-based storage, communication platforms, and learning technologies.

Personal information may be stored or processed using these systems. We take reasonable steps to ensure that all third-party providers maintain appropriate data security and privacy protections consistent with Australian privacy laws.

Where third-party systems store or process data outside Australia, ABC ensures appropriate safeguards are in place.

Use of Artificial Intelligence (AI)

ABC Training and Consulting may utilise approved Artificial Intelligence (AI) tools to support administrative and operational activities. All AI use is governed by ABC's AI Usage Policy. In particular:

- Personal or sensitive information is only used within approved AI systems
- Staff must ensure data privacy, confidentiality, and accuracy when using AI tools
- Unauthorised AI tools must not be used to process personal information
- Consent requirements apply where AI tools capture or process identifiable data

ABC maintains an approved AI register and governance framework to ensure responsible and compliant use.

Consent for Media Capture

Students may be asked to provide consent for the capture of photos, videos, or audio recordings during training and assessment for evidence and quality assurance purposes. Participation is voluntary, and individuals may decline without impact on their training outcomes.

Surveys and Feedback

Students and employers may be invited to participate in surveys. Participation is voluntary, and responses are treated confidentially.

Data Security

ABC Training and Consulting implements appropriate technical and organisational measures to protect personal information, including:

- Secure digital systems and controlled access
- Password protection and authentication controls
- Staff access restrictions based on role
- Secure storage and transmission of information

Personal information is protected against unauthorised access, misuse, loss, or disclosure.

Data Retention and Destruction

Personal information is retained in accordance with legislative, regulatory, and contractual requirements relevant to Vocational Education and Training. When personal information is no longer required, it is securely destroyed or de-identified in a manner that protects confidentiality.

Notifiable Data Breaches

ABC Training and Consulting complies with the Notifiable Data Breaches (NDB) scheme under the *Privacy Act 1988 (Cth)*.

In the event of a data breach likely to result in serious harm:

- The breach will be assessed promptly
- Affected individuals will be notified where required
- The Office of the Australian Information Commissioner (OAIC) will be notified

ABC maintains internal procedures for identifying, reporting, and managing data breaches.

Access and Correction of Personal Information

Individuals have the right to:

- Request access to personal information held about them
- Request correction of inaccurate or incomplete information

Requests can be made by contacting ABC Training and Consulting using the details below.

Privacy Concerns and Complaints

ABC Training and Consulting takes privacy concerns seriously. All privacy-related enquiries or complaints should be directed to:

Quality Manager

ABC Training & Consulting

Email: info@abctraining.edu.au

Complaints will be investigated and responded to within a reasonable timeframe. If an individual is not satisfied with the outcome, they may contact the Office of the Australian Information Commissioner (OAIC).

Updates to the Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, technology, or business practices. The current version will be made available via our website.

Review and Compliance

This Privacy Policy is reviewed regularly to ensure its ongoing compliance with privacy laws and best practices for the protection of personal information.

Approved by: Nathan Baratta CEO

Date: 27/04/2026

Document Control

Version Number	Purpose/Changes	Author	Date
2.0	Creation date	Jacob Galway	16/08/2019
2.1	Minor Formatting Additional information regarding disclosure and continuous improvement	Alescia Nicholas	01/05/2023
3.0	Adding AI / Data Breach / Third Party / Data Retention	Dean Olzard	27/04/2026