

Privacy Policy

PICAC is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles as set out in the *Privacy Act 1988 (Cth)*. The Privacy Policy describes the way PICAC collects, holds, and uses personal information that is covered by the Privacy Act.

Types of Information

PICAC may collect and hold personal information about you such as your:

- Personal details such as name, gender and date of birth.
- Contact details, such as address, phone number, and email address.
- Financial information, such as, billing or payment details, tax file number
- USI, student identifiers, concession details
- Academic records, such as assessment records and progress
- Employer feedback (where applicable)
- Disability, medical or learning support needs (where they relate to your training)

Use and disclosure

PICAC only collects personal information with your consent if it is reasonably necessary for one or more of our training functions or activities; or where it is required by law.

PICAC will be collecting your personal information (e.g. enrolment form) to use and disclose for the following purposes:

- To process and manage your enrolment, attendance, and progress of your training.
- To report completion and assessment items to relevant external agencies and parties
- To undertake administrative tasks essential to the functioning of PICAC
- For promotional purposes, only with the individual's prior written consent, in accordance with PICAC's Privacy and Marketing Policies.

Data Breach Notification

Where PICAC is made aware of any breach of the PICAC Privacy Policy we will immediately notify the relevant State or Federal Department in accordance with all legislative requirements.

Access to Collected Information

Learners have the right to access personal information held about them by PICAC.

To request access your personal information:

- Submit a written request to info@picac.edu.au, identifying information sought.
- Provide proof of your identity.

Learners can request information on their progress by emailing their RTO. The learner must provide their full name and date of birth in the email for verification purposes. To access a learner's training records a "Personal Info Consent Form" must be completed and returned the campus administration or emailed to your RTO.

Changes to Personal Details

To change your personal details, notify the administration office via email or in person. It is important that you keep your contact details current. For example, PICAC may need to mail you your Statement of Attainment when you finish your course, so it is important we have your current postal address.

If your personal information changes, or if you no longer want to use our services, you must request to have it corrected, updated or deleted it by emailing us at info@picac.edu.au.

Record Management

PICAC is committed to keeping accurate and confidential records in relation to its learners and the activities conducted on their behalf.

PICAC will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- Storing electronic information on a secure server with restricted access
- 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.

PICAC will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete, and up to date.

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

Retention Periods

All records associated with learner results are kept for a period of time from the date of their issue, in accordance with regulations. These records are backed up electronically and are kept in an offsite location. Currently, qualifications of and statements of attainment must be kept for a minimum of 30 years, in an AVETMISS-compatible format.

Related Policies and Processes:

- Privacy Policy
- Consumer Protection Policy and Process
- Assessment Policy and Process
- Enrolment Policy and Process
- Enrolment deferral, withdrawal, and cancellation
- Fees and Refund Policy and Process

You can find PICAC's policies and process document on the website: www.picac.edu.au. Most of the relevant policies for learners are under <https://www.picac.edu.au/training-at-picac/learner-information>.