



## **Privacy Statement**

The Australian Institute of Family Counselling (AIFC) as a Registered Training Organisation (RTO) is sensitive to the confidentiality of information provided by you. AIFC has adopted the following Privacy Policy which is applicable to all information that you provide and that we maintain electronically or in any other format, whether you provide the information through our website or other means.

### **Laws and Legislation**

All personal information that AIFC collects is protected by the Privacy Act 1988 (Privacy Act). AIFC is committed to protecting the privacy of your personal information, as per the requirements of the Australian Privacy Principles in the Privacy Act (see <https://www.oaic.gov.au/privacy/australian-privacy-principles/>).

### **What Information Do We Collect?**

As a registered training organisation (RTO), we must collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. This information can include details of educational background, employment history, current employment status, and language, literacy and numeracy skills.

### **How we use your personal information?**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

Personal information is collected for the purpose of providing you with the best possible service, but you have the responsibility to disclose all information relevant to your enrolment.

### **How Do We Store This Information?**

AIFC is required to keep your records for compliance with the Australian Quality Training Framework (AQTF) and the Standards for Continuing Registration (SRN). All reasonable steps are taken to ensure that information collected is kept secure and confidential. Our web environment, Virtual Learning Environment and databases are protected from unauthorised access using current technologies.

### **How the NCVET and other bodies handle your personal information?**

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.



### **Keeping In Contact With Fellow Students**

Training participants who wish to stay in contact with other participants are advised to collect names and contact information in person at the time of training as we do not pass on information.

### **Payment Processing and Credit Card Information**

AIFC will not store your financial or credit card information after a payment has been processed. If you wish to know more about the payment processing, please contact our Financial Controller on 02 6242 5111.

### **Contact information**

At any time, you may contact aifc to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice