

**Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We are committed to handling your information in a transparent and secure manner.

**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.

**How we disclose your personal information**

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised under the NVETR Act to disclose your personal information to the relevant state or territory training authority.

**How NCVER and other bodies handle your personal information**

NCVER collects, holds, uses and discloses your personal information in accordance with the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your information may be used for various purposes, including producing statistics and research related to education, integrating data from multiple sources to better understand VET sector trends, and supporting policy development, workforce planning, and consumer information. It also assists in administering VET programs, monitoring and evaluating the system, and populating authenticated VET transcripts.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth, state and territory authorities (excluding RTOs) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specific functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey conducted by NCVER, government agencies, or third-party research organisations on NCVER's behalf. Participation is voluntary, and you may opt out at the time of being contacted.

### How we keep your personal information safe

We take data security seriously and follow ISO 27001 (Information Security Management System) and Australian Signals Directorate cybersecurity recommendations. Your personal information is stored securely and is only retained as long as legally required, after which it is securely destroyed.

### Contact information

At any time, you may contact JobQuest 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.

### Contact Details

Contact JobQuest

**Phone Sydney:** (02) 8677 8885

**Phone Newcastle:** (02) 4960 9024

**Email:** [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

**Website:** [www.jobquest.org.au](http://www.jobquest.org.au)