AUSTRALIAN INSTITUTE OF TRAINING SOLUTIONS

Privacy Policy

Relevant Standards	Linked Documents
Outcome Standards 2025 Privacy Act 1988 (Cth)	• Documents and Records Management Policy • USI Policy • Complaints and Appeals Policy and Procedure

1. Purpose

The Australian Institute of Training Solutions (AITS) is committed to adhering to the Commonwealth Privacy Act 1988 to protect the privacy of its staff, students and clients. AITS is also committed to the 13 Australian Privacy Principles (APPs):

APP	Principle
1	Open and transparent management of personal information
2	Anonymity and pseudonymity
3	Collection of solicited personal information
4	Dealing with unsolicited personal information
5	Notification of the collection of personal information
6	Use or disclosure of personal information
7	Direct marketing
8	Cross-border disclosure of personal information
9	Adoption, use or disclosure of government-related identifiers
10	Quality of personal information
11	Security of personal information
12	Access to personal information
13	Correction of personal information

2. Student Information

In the course of its business, AITS may collect information from students or clients, either electronically or in hard copy, including information that personally identifies individuals. AITS may also record various communications between individuals and AITS.

Personal information generally collected from students	Sensitive information that may also be collected
• Contact details • Employment details • Employment history • Educational history • Course selection	• Identity details • Disability status • Employment status • Financial position • Nationality • Indigenous status

AITS will only collect personal information by fair and lawful means, and only if it is necessary. AITS is committed to ensuring the confidentiality and security of the information provided.

The personal information supplied by individuals will only be used to provide information about study opportunities, to enable efficient course administration, and to maintain proper academic records.

AITS assures all clients that the information collected is only used for relevant legal and intended purposes related to training and/or assessment, and will otherwise be treated as confidential.

AITS aims to protect all personal information against unauthorised access, loss or modification to the best of its ability. AITS clients and stakeholders may access the personal information AITS holds about them on written request.

Where a student is employed under a traineeship arrangement, their employer will be provided with details relating to their study progression.

Certain personal information of clients and students needs to be shared with government departments and training authorities. In these instances, AITS will ensure only the relevant and required information is shared, in a confidential manner.

Personal information relating to students is filed and stored in individually named student files. These files are stored in locked filing cabinets within a manager's office, which is locked if left unattended.

Student training records and documentation are stored in individual student files and assessor handbooks. The assessor handbooks for each student are stored in a locked room that is only accessible by approved staff members.

3. Staff Information

During the course of its business, AITS will collect personal information about staff members.

Personal information generally collected from staff	Sensitive information that may also be collected
• Contact details • Employment details • Educational history • Employment history	• Identity details • Bank account details • Tax file number • Health status and conditions • Nationality • Indigenous status

All personal information is treated sensitively and kept confidential. Staff personal details are stored in individual staff files in a locked filing cabinet in a manager's office. The office is locked and closed when unattended.

AITS will only collect personal information by fair and lawful means, and only if it is necessary. AITS is committed to ensuring the confidentiality and security of the information provided.

AITS assures all staff members that the information collected is only used for its legal and intended purposes related to their employment, and will otherwise be treated as confidential.

AITS aims to protect all personal information against unauthorised access, loss or modification to the best of its ability. AITS staff members may access the personal information AITS holds about them on request.

4. Overseas Disclosure

AITS confirms that individuals' personal and sensitive information will not be disclosed to any overseas recipients.

5. Complaints

If you believe an AITS employee has breached this policy, you can lodge a formal complaint with AITS management under the *Complaints and Appeals Policy and Procedure*. Complainants may choose to remain anonymous.