Privacy and Confidential Policy

Version	Approved by	Approval Date	Effective Date
1.0	Operations Manager	4 May 2026	4 May 2026
Policy Statement			
Purpose	The purpose of this policy is to ensure that Australian Health and Horticulture Institute manages all personal and sensitive information of students, staff, and stakeholders in accordance with the Privacy Act 1988 (Cth), the Standards for RTOs 2025, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the Education Services for Overseas Students (ESOS) Act 2000. This policy outlines how personal information is collected, used, stored, disclosed, and protected.		
Scope	This policy applies to all students enrolled at Australian Health and Horticulture Institute, including: ▪ International students studying on a student visa (subject to ESOS Act 2000 and the National Code 2018), ▪ Domestic students It also applies to all staff and contractors involved in the delivery, support, administration, and management of training and education services at Australian Health and Horticulture Institute. It ensures consistent application of responsibilities, standards, and procedures across all operations		
Policy Provisions			

Policy Statement

1. Collection of Information

Australian Health and Horticulture Institute collects personal information from students during application, enrolment, and throughout the course of study. This is required to manage education delivery, compliance, and government reporting obligations. If the information is not collected, Australian Health and Horticulture Institute may be unable to offer enrolment or fulfil contractual and regulatory requirements.

Information collected includes, but is not limited to:

- Identity and contact details
- Academic history and qualifications
- Emergency contacts
- Unique Student Identifier (USI)
- Government-issued identifiers (e.g., visa details)

It is a condition of engagement with Australian Health and Horticulture Institute that you must provide accurate and up-to date personal information. International Students are legally required

Privacy and Confidential Policy

to notify the college of any changes to their contact details or personal information within 7 days of the change. This includes, but is not limited to:

- Current residential address
- Email address
- Phone number
- Emergency contact details

Failure to update this information within the specified timeframe may result in a breach of student visa conditions. In addition to this requirement, Australian Health and Horticulture Institute conducts a routine collection and verification of student information after each intake. This process ensures our records remain accurate and allows us to fulfil our obligations under Australian immigration and education laws.

Consent for student information is gained at application via the application and enrolment form.

Students are required to declare that they understood the College's use of personal information in the student agreement prior to enrolment.

Student photos and images may be used for websites, social media or brochures. We do not tag students in our marketing material.

Generally, information is provided to the College by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General Course Enquiry (via the College website or email)
- Online Enquiry (via the College website or email)
- Application for Enrolment Form (may also include Visa data if applicable)
- Student Request Form
- Assessment Task Submission

In some situations, information could be provided to the College by a third party. Examples may include other Colleges and Education Agents.

If you attend our premises, our security (CCTV) cameras may capture photos or video of you.

2. Use of Information

Personal information is used to:

- Assess eligibility and suitability
- Deliver education and support services
- Record and manage enrolment/employment.
- Meet reporting obligations under the ESOS Act, National Code, SRTOs
- Issue AQF certification and USI transcripts

Privacy and Confidential Policy

Australian Health and Horticulture Institute will use and disclose your personal information for the purpose of direct marketing, including keeping you informed of products and services and new developments we consider may be of interest to you.

You may request that you not receive direct marketing communications at any time by contacting the Australian Health and Horticulture Institute at marketing@ahhi.edu.au or + 0422 657 983.

3. Disclosure of Information

Australian Health and Horticulture Institute may disclose personal information to:

- The NCVER for statistical and research purposes
- DEWR and state/territory training authorities
- The USI Registrar for transcript services
- PRISMS for international student visa management
- Authorised third-party contractors working on behalf of the College

Under the Privacy Act the College is not allowed to give an individual's information to any other person except for administration purposes and as required by law. The student's personal information protected by the Privacy Act includes the student's name, address, and phone number, timetable and academic results.

4. **NCVER and DEWR Responsibilities**

Australian Health and Horticulture Institute is legally required to disclose information to the National VET Data Collection and authorised government bodies. These organisations may use this information to:

- Administer VET programs
- Conduct research and analysis
- Maintain national statistical records The NCVER and DEWR handle personal information in accordance with the Privacy Act 1988 and their own privacy policies.

5. USI Privacy Requirements

The USI Registrar may disclose information to:

- Registered providers
- Government agencies
- Researchers
- Employers involved in student training
- Third parties performing functions under contract

Privacy and Confidential Policy

6. Rights and Access

Student, staff, contractors, and third-party providers have the right to:

- Request access to their personal information
- Correct inaccurate information
- Lodge complaints about how their information has been handled
- Decline participation in NCVER surveys or marketing communications

7. Surveys

Students may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Students may opt out of the survey at the time of being contacted.

8. Data Security and Storage

Depending on the circumstances, we may hold individuals' information in either hardcopy or electronic form, or both.

Australian Health and Horticulture Institute ensures all personal information is securely stored using Learning Management System and other protected systems. Access is restricted to authorised personnel only. Records are retained for at least two years after a student ceases enrolment, or longer where required by law.