



Privacy

Policy

MTS respects and protects the privacy of information provided to us by Learners. We collect and store only that information which is necessary to facilitate participation in training and assessment activities, the future retrieval of Learners' training records and to comply with legislation regarding retaining records. Personal information that is collected by us is used for no purpose other than that for which it was intended.

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.

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.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER 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.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) 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.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.



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

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

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

Surveys

You 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. Please note you may opt out of the survey at the time of being contacted.

Storage and Security of Personal Information

We protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information, you input. MTS operate secure data networks protected by an industry standard firewall and password protection system. We take care to ensure that we have security measures in place to protect against the loss, misuse, unauthorised access, alteration, modification or disclosure of your user data under our control. Notwithstanding the fact that all reasonable steps to protect your personal data including the use of encryption technology, we cannot guarantee the security of any data you disclose online. You accept the inherent security implications of dealing online over the Internet and will not hold Major Training Services responsible for any breach of security.

Liability Disclaimer

MTS will use all reasonable endeavours to protect and keep confidential any personally identifiable information in its possession in relation to visitors to the MTS website. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of MTS, its agents, suppliers, contractors, related bodies corporate, affiliates or associated parties, to the extent permitted by law, MTS is not liable for any loss, damage, costs, liability or other form of contribution.

Contact information

At any time, you may contact Major Training Services 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

Our office number is on 02 99072375 or email admin@majortraining.com.au,

Further Information on Privacy

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at <https://www.oaic.gov.au/privacy-law/>.