



Believe,  
Achieve,  
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# Privacy Policy

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## 1. Act & Regulations

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- Privacy & Data Protection Act 2014;
- Data Provision Requirements 2012;
- The Australian Privacy Principles (APPs) contained in the Privacy Act.

## 2. Purpose

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Danford College in accordance with the Australian Privacy Principles has a commitment to ensuring that all reasonable steps are taken to protect the privacy of its students and staff.

This policy informs our students and staff about the information we gather, how that information is used, and who has access to it.

To deliver a high-quality education service, Danford College is required to collect a variety of personal information from both students and staff members. Where personal and sensitive information is collected, it is stored, disclosed and destroyed in accordance with the Australian Privacy Principles.

The Privacy policy is publicly available on the Danford College website [www.danford.edu.au](http://www.danford.edu.au) and a synopsis can be found in the Student's Handbook, and Offer Letter. More information on the Privacy Act can be found at [www.privacy.gov.au](http://www.privacy.gov.au)

## 3. Scope

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The scope this policy includes:

1. Details of what information is collected
2. How information is collected and stored;
3. Who information is shared with;
4. How to access and view or change the content of information that is collected from an individual;

## 4. Guiding Principles

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The Privacy policy applies to staff, students, employers, contractors, clients and prospective students and is used throughout all aspects of business operations.

Danford College is required to collect personal information from students to process enrolments and fees and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS reporting standards as specified by government regulators and by other third-party operators in affiliation with Danford College such as banks and financial institutions.

Danford College, its employees, contractors and agents are subject to the Privacy Act 1988 (the Privacy Act) and to the requirements of the Australian Privacy Principles (APPs) contained in the Privacy Act.

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The college adheres to applicable guidelines issued to agencies by the Office of the Australian Information Commissioner.

The Privacy & Data Protection Act 2014 protects personal information. The following principles underpin the College's privacy policy.

- Danford College takes all reasonable steps required to protect and maintain personal and sensitive information;
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure;
- Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur;
- Once the individual is informed, consent is obtained for the collection of information;
- Personal and sensitive information is used only for the purpose of its collection and by staff who require the information to complete their duties.
- Individuals have access to their information when required and without charge;
- Personal information is stored in either an electronic or a hardcopy format;
- Security measures such as unique password requirements and restricted file access are used to maintain and protect students/clients and employee's privacy;
- Danford College will only disclose personal information to a third party where written consent has been obtained from the individual or is otherwise required in the normal course of the College's business and is required by law;
- Where Danford College receives unsolicited information, it is either destroyed or de-identified.

## 5. Privacy Notice

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### Why we collect your personal information

The College collects personal information so we can process and manage student's enrolment in a vocational education and training (VET) course. If students do not provide adequate information as requested, we may not be able to process their application.

### How we use your personal information

We use students' personal information to enable us to deliver VET courses, 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 students 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 by law (under the NVETR Act) to disclose student's personal information to the relevant state or territory training authority. The College may need to disclose International students' personal information to the country for which they hold the passport or as required by law.

### How the NCVER and other bodies handle your personal information

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The NCVER will collect, hold, use and disclose student's personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act.

Personal information may be used and disclosed by NCVER for purposes that include:

1. Populating authenticated VET transcripts;
2. Administration of VET;
3. 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:

1. Administration of VET, including program administration, regulation, monitoring and evaluation;
2. Facilitation of statistics and research relating to education, including surveys and data linkage;
3. Understanding how the VET market operates, for policy, workforce planning and consumer information.
4. Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;

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 personal information to any overseas recipients.

### Surveys

Students may receive a 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.

At any time, students may contact Danford College to:

1. Request access to your personal information
2. Correct your personal information
3. Make a complaint about how your personal information has been handled
4. Ask a question about this Privacy Notice

For information about how Danford College collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Danford College privacy policy which can be found within the Student Handbook.

Student's personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Danford College for statistical, regulatory and research purposes. Danford College may disclose personal information for these purposes to third parties, including:

1. School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
2. Employer – if you are enrolled in training paid by your employer;

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3. Commonwealth and State or Territory government departments and authorised agencies;
4. NCVET;
5. Organisations conducting student surveys; and
6. Researchers.

Information is collected from students from the data entered on the *Application for Enrolment for international Students* during enrolment to meet the College's obligations under the ESOS Act and the National Code 2018. The authority to collect this information is contained in the *Education Services for Overseas Students Act 2000*, the *Education Services for Overseas Students Regulations 2001* and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected on enrolment can be released, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during enrolment can be disclosed without a student's consent where authorised or required by law.

Information is collected on enrolment to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of students Visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, the Education Services for overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about students on the enrolment form and during your enrolment can be released, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on the enrolment form or during your enrolment can be disclosed without your consent where authorised or required by law. A broad outline of the ESOS framework designed for prospective students is now available at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Danford College, its employees, contractors and agents are subject to the Privacy Act 1988 (the Privacy Act) and to the requirements of the Australian Privacy Principles (APPs) contained in the Privacy Act.

We also adhere to applicable guidelines issued to agencies by the Office of the Australian Information Commissioner.

The following applies regarding the storage and reporting of personal information:

1. Student's personal information will be recorded in PRISMS;
2. Students personal information is made available to the Department of Education, Skills and Employment, Department of Home Affairs and other State/Territory government agencies in relation to administering the ESOS Act and the Migration Act 1958 (Migration Act);
3. Students personal information may be used for any directly related purpose or any other purpose required or authorised by law;
4. Students personal information may be disclosed by Danford College to other Commonwealth entities (including, but not limited to, the Australian Skills Quality Authority (ASQA) and Tertiary Education Quality and Standards Agency (TEQSA)), education institutions and publicly.

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## 6. Types of Information Collected

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Danford College collects and stores a variety of personal information which includes but is not limited to the following in the course of carrying out its business operations;

Information collected can include:

1. Certain personal information including name, date of birth, gender, residential address, email address, phone number, country of birth, nationality, passport number, Indigenous status, Gender, Marital Status, Address Proof of identity – 100 Point ID check, Contact details, Passport Details, Emergency Contact Details, Unique Student Identifier (USI), and course details;
2. Details of any disability or health issue that may affect the student's ability to undertake training and/or assessment activities;
3. Disability status, special need requirements, OHS/WHS disclosure details,
4. Employment history / status, Schooling / qualifications completed, Verification documentation and evidence, Citizenship, Residency and Visa status and information,
5. Language, literacy & numeracy assessments,
6. Fee payment information e.g. credit card information, banking details, Tax File Number, Superannuation details, criminal record disclosure details.

## 7. How Personal Information is Collected & Stored

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Danford College collects personally identifiable information such as names, postcode, email addresses, and other items when they are voluntarily submitted by our visitors. The information you provide is used to fulfil your specific request unless you give us permission to use it in another manner, for example to add you to one of our mailing lists.

Individuals may disclose information over the telephone, via email, in person and by the completion of relevant forms either in hard copy or in electronic format. Only information disclosed by the individual is used in the collection of information. Prior to the collection of personal information, the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.

Written and/or verbal consent is obtained prior to collection of personal information and stored appropriately (e.g. in the students/employee file or on the student management system).

The types of information collected or disclosed by the individual will vary depending on the method of collection, the purpose of that collection and the individual disclosing the information.

### Cookie/Tracking Technology

The college website [www.danford.edu.au](http://www.danford.edu.au) and sites that Danford College is linked to for example banking may use cookie and tracking technology depending on the features offered. Cookie and tracking technology is useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site. Cookies can also help customise the Site for visitors. Personal information cannot be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties.

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## 8. Storage & Use of Information

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Personally, identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information.

Danford College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure.

Personal information may be stored in hard copy in paper-based files that are kept in a secure location (locked filing room) and electronically in a secure environment to which only authorised staff have access.

Danford College may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting the College. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

## 9. Disclosure of Information

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Danford College may share information with governmental agencies or other companies that are assisting in fraud prevention or investigation. We may do so when:

- (1) permitted or required by law; or,
- (2) trying to protect against or prevent actual or potential fraud or unauthorised transactions; or,
- (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

The personal information about staff or students enrolled in a Course with the College may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), DET, TPS, and the National Centre for Vocational Education Research (NCVER), Department of Immigration and other government bodies.

This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Danford College will not disclose an individual's personal information to another person or organisation unless:

- The College is aware that information of that kind is usually passed to that person or organization;
- The individual has given written consent;
- Danford College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under law;
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue;
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

## 10. Access to & Correction of Records

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Individuals (Students and or staff) have the right to access or obtain a copy of the information that Danford College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about a student must be made in writing by contacting the College and must be approved by the CEO or in his absence the General Manager.

The individual must prove their identity to be able to access their records

There is no charge for an individual to access the records that Danford College holds about them; however, there may be a charge for any copies made.

Arrangements will be made within 10 working days for the individual to access their records.

## 11. Complaints About Privacy

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Any individual wishing to make a complaint or appeal about the way information has been handled within the College can do so by completing and submitting a *Complaint & Appeal Application Form* available on the College website at [www.danford.edu.au](http://www.danford.edu.au)

## 12. Privacy Contact Information

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For more information about how the NCVET will handle personal information please refer to the NCVET's Privacy Policy at <https://www.ncvet.edu.au/privacy>

DESE is authorised by law, including the Privacy Act and the NVET 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.desegov.au/national-vet-data/vet-privacy> notice.

### Privacy Contact Information

If you would like to seek access to or correct your information, in the first instance, please contact Danford College. If you have any questions, concerns, or comments about our privacy policy, you may contact us via email [support@danford.edu.au](mailto:support@danford.edu.au)

The College reserves the right to make changes to this policy.

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