



PRIVACY POLICY

1. Purpose	ArbTrack Australia is committed to protecting the privacy and confidentiality of the personal information we collect from learners, employers, staff and other stakeholders. This policy explains how we collect, use, store and disclose personal information in accordance with applicable Australian privacy legislation and our obligations as a Registered Training Organisation (RTO).
2. Scope	This policy applies to all personal information collected by ArbTrack Australia in connection with: • enquiries • enrolments • training and assessment • employment • employer/client relationships • regulatory reporting
3. Information We Collect	Depending on the services provided, ArbTrack may collect information including: • full name • date of birth • contact details • residential address • Unique Student Identifier (USI) • employer details • training and assessment records • identification documents where required for licensing or regulatory purposes • information relating to learner support requirements. We collect only the information reasonably necessary to deliver training, administer enrolments and meet our legal obligations.
4. Why We Collect Your Information	Personal information is collected to: • process enquiries and enrolments • deliver training and assessment • issue qualifications and Statements of Attainment • administer government-funded training (where applicable) • verify identity where required • meet reporting obligations • communicate with learners and employers • provide learner support
5. Disclosure of Information	ArbTrack will not disclose personal information to another person or organisation unless: • the individual has provided consent; • disclosure is required or authorised by law; • it is necessary to meet regulatory or funding requirements; or • it is required for the administration of licensing or certification. Information may be disclosed to organisations such as: • the National Centre for Vocational Education Research (NCVER); • the USI Registry; • relevant State or Commonwealth funding bodies; • licensing authorities such as WorkSafe Victoria (where applicable); and • other government agencies where authorised or required by law
6. Protecting Your Information	ArbTrack takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. Personal information is stored securely using electronic and physical security measures and is accessed only by authorised personnel who require the information to perform their duties.
7. Access and Correction	Individuals may request access to the personal information held about them and request correction of inaccurate or incomplete information, subject to legislative requirements. Requests should be made in writing to ArbTrack.
8. Contact	Questions regarding privacy or requests relating to personal information should be directed to: ArbTrack Australia Phone: (03) 9707 5602 Email: enquiries@arbtrack.com.au