

## Privacy Policy

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| <b>Date adopted: 1 July 25</b>      |                                               |
| <b>Authorised by:</b> LNT Executive | <b>RTO Outcome Standards:</b> 2.1, 2.2        |
| <b>Version Number:</b><br>V2        | <b>Reviewed by:</b><br>Quality and Compliance |

## 1. Policy Purpose

The purpose of this Privacy Policy is to outline how Look Now Pty Ltd t/as Look Now Training and Peak College Australia collects, uses, stores, discloses, and protects personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy ensures transparency in our data handling practices and affirms our commitment to safeguarding the privacy and confidentiality of all learners, staff, employers, and stakeholders. It provides guidance on individual rights regarding personal information and sets clear expectations for responsible data management across all areas of our operations.

## 2. Policy

### Privacy Policy

Look Now Training and Peak College Australia and its related entities are committed to the protection of personal information as defined under the Privacy Act 1988 and complying with the Australian Privacy Principles (APPs).

This privacy policy ensures that Look Now Training and Peak College Australia meets its obligations under Privacy Act 1988, the Australian Privacy Principles (APPs) and the Vocational Education and Training (VET) Quality Framework. Look Now Training and Peak College Australia ensures compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Look Now Training and Peak College Australia recognises the importance of protecting personal information, which it may be required to collect from individuals and organisations who become associated with its business.

By using our products or services, or providing personal information to us, you agree to the collection, use and disclosure of your personal information in accordance with the terms of this Privacy policy.

### **The purposes for which we collect, hold, use and disclose personal information**

We collect personal information from you for purposes including:

- To enable us to understand any support you may need in completing your course.
- To ensure that the course you have chosen is within your capabilities.
- To ascertain any learning barriers, you may have that will impact your learning.
- To enable us to provide products and services to you.
- To carry out our functions as a registered training organisation.
- To carry out our functions as a registered higher education provider.
- To send you or provide information to third parties to enable them to send you, information, offers and promotions about education related products and services that you have consented to receive.
- To administer our database of personal information to develop new products and services.

- To improve the quality and quantity of information on our websites; and
- For statistical and marketing analysis and analytics.

#### **Examples of information we collect and hold**

- Personal information we collect, and hold may include, but is not limited to:
- name, gender and date of birth.
- personal and emergency contact details (including address, email address, phone numbers).
- tax file number.
- Unique Student Identifier (USI) number.
- education and training history.
- language.
- reasons for studying.
- passport number.
- employment status; and
- work history.

#### **Sensitive personal information that you may consent to provide, or which we are authorised to collect by law could include:**

- racial or ethnic origin.
- language and literacy needs.
- membership of a professional or trade association.
- criminal record.
- health information; and
- Wellbeing information
- visa and immigration information and status.

Where we are required to collect sensitive information, we will only do so with your consent, and we will only use it for the purposes for which you provided it.

#### **How the information is collected**

Personal information is generally collected through our student enrolment or employee recruitment processes.

Where possible your personal information will be collected directly from you via:

- Pre-Enrolment Assessment Forms and conversations
- application forms completed at our offices.

Your personal information may also be provided to us by third parties such as service providers, advertisers and publishers. Where we collect information from third parties, we will comply with the relevant laws, including the APPs.

#### **How the information is held**

Your information can be stored electronically or in hard copy in storage facilities that are managed either by us or our third-party service providers.

We will take all reasonable steps including both manual and technical controls and processes to ensure personal information we hold is protected against interference, loss, unauthorised access, use, modification, copying, download or disclosure. All our staff are bound to act in accordance with this Privacy Policy and applicable laws.

Where information held by us is no longer required to be held, we will de-identify or destroy such personal information.

### **How we use and disclose personal information**

By providing personal information to any staff member of Look Now Training and Peak College Australia, you agree to all other Look Now Training and Peak College Australia staff members accessing and using that personal information in order for us to provide our products and services.

We may also disclose personal information to third parties, if appropriate, who provide services on our behalf or where required or authorised by relevant laws and policies to Australian federal and state government agencies and authorities including funding schemes and training programs that we participate.

Our third parties are required to protect your personal information in the same way that we must. We have confidentiality agreements in place with many of our service providers, external agencies, and with staff who handle personal information that we provide to them. Your personal information will not be otherwise disclosed without your consent unless required or authorised by law or the APPs.

### **How long do we retain your personal information**

Your personal information including your pre-enrolment assessment and enrolment form is kept by Look Now Training and Peak College Australia for the duration of your training agreement, plus Seven (7) years.

All your Assessment Evidence will be retained for a period of 2 years and your AQF documentation will be held by our organisation for a period of 30 years.

After which time, the relevant information will be destroyed.

### **How you can access and correct personal information**

We are committed to ensuring transparency and accountability in the management of personal information. Upon request, we will provide you with access to the personal information we hold about you. There is no fee for accessing this information; however, a reasonable charge may apply if you request copies of the records. To request access, please contact our Compliance Officer, who can provide guidance on the process.

If you believe that any personal information, we hold about you is inaccurate, incomplete, outdated, or misleading, you may request a correction by contacting the Compliance Officer. Where a record is found to be incorrect, we will promptly update it. If we determine that the record is accurate and no amendment is required, we will note your request for correction on the record. There is no fee for requesting corrections to your personal information.

### **How you can make a complaint**

If you have any concerns about our treatment of your personal information, please contact the Privacy Officer at the following.

### **Privacy Concerns**

Any concerns about the treatment of personal information should be directed to the General Manager in writing or email as detailed below:

RTO Manager  
PO Box 5279  
Maroochydore BC QLD 4558

Or emailed to: [training@looknowtraining.edu.au](mailto:training@looknowtraining.edu.au)

These Privacy and Personal Information Procedures will be made available to students and persons seeking to enroll with the Look Now Training and Peak College Australia by publication on the Look Now Training and Peak College Australia's website. If at any time we change the Privacy Policy, we will post those changes on our website so that you are kept fully informed.

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| <b>Policy review frequency:</b><br>Annually, and as needed should updates be identified                                                                                                                                                                                                                                                                        | <b>Responsibility for review:</b><br>Quality and Compliance |
| <b>Review process:</b><br>Review relevant documents, feedback, changes in service requirements and legislation. Consult with relevant stakeholders<br>Update as required<br>Review and finalise<br>If changes are made the document will be submitted to the LNT Executive for approval                                                                        |                                                             |
| <b>Documentation and communication:</b><br>Update any document registers to record completed review process Include document updates within relevant staff meetings<br>Provide relevant staff with training where necessary<br>Management to encourage two-way communication and feedback<br>Relevant staff to sign off on a new or changed workplace document |                                                             |