



P-018 LEARNER PRIVACY POLICY V1.0

P-018 Learner Privacy Policy V1.0

1. Introduction

Dijan Training Program Ltd (DTP) is committed to safeguarding the privacy of its learners, employees, and stakeholders. This policy outlines our practices for the collection, use, storage, and disclosure of personal information, in accordance with the Privacy Act 1988 and the 13 Australian Privacy Principles (APPs).

2. Scope and Purpose

This policy applies to all personal and sensitive information collected by DTP in connection with the delivery of nationally recognised training. It ensures compliance with:

- The Privacy Act 1988 (Cth)
 - The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
 - The Student Identifiers Act 2014
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3. Collection of Personal Information

DTP collects personal information to provide training and assessment services. This may include:

- Full name, date of birth, and contact details
- Demographic, employment, and educational information
- Information related to language, literacy, and numeracy
- Unique Student Identifier (USI)
- Next of kin or emergency contacts

Information may be collected directly from learners, through our website, enrolment forms, assessments, or third-party providers.

4. Use and Disclosure

DTP uses collected information solely for the delivery of training and assessment services. Information may be disclosed to:

- Government agencies (e.g., ASQA, NCVER, funding bodies)
- Employers, apprenticeship centres, or job service providers

- External auditors and consultants

DTP does not disclose personal information overseas and never sells personal information.

5. Data Security

DTP employs secure systems and protocols to protect personal data from misuse, interference, loss, and unauthorised access. All physical and digital records are stored securely. Destruction of personal information follows strict security protocols, including secure shredding and digital deletion.

6. Access and Correction

Learners may request access to their personal information at any time using the *Learner Access to Records Request Form*.

Requests must be made in writing and supported by valid identification. Corrections will be made if information is found to be incorrect or incomplete.

7. Unique Student Identifier (USI)

As an RTO, DTP complies with the Student Identifiers Act 2014, including collection and verification of the USI for all learners. Without a verified USI, certification documents cannot be issued unless an exemption is presented on enrolment.

8. Marketing and Direct Communication

DTP may use personal information to provide information about future training opportunities. Learners will only receive such communications if they have opted in and may opt out at any time. DTP will not use personal information for unsolicited marketing or sell data to third parties.

9. Cloud Computing and Third Parties

Where cloud services or third parties are engaged, DTP ensures that data handling aligns with APPs and government privacy guidelines. Information is stored within Australia.

10. Human Rights and Technology

DTP recognises the potential impact of emerging technologies on human rights, including privacy, freedom of expression, and freedom from discrimination. All technological implementations within DTP consider and protect these rights.

11. Breaches and Complaints

If a learner believes there has been a breach of this policy, they may contact DTP’s Privacy Officer. Complaints will be addressed promptly, and if unresolved, may be escalated to the Office of the Australian Information Commissioner (OAIC).

Privacy Officer

Office of the USI Registrar
GPO Box 9839, Canberra ACT 2601
Email: usi@industry.gov.au

12. Policy Review and Updates

This policy is reviewed annually or as required to ensure ongoing compliance with legislative requirements and best practices. Updates will be published on the DTP website.

Relevant documents and forms

- Learner Access to Records Request Form.
- Enrolment Form

Legislation

- The Privacy Act 1988 (Federal)
- The Australian Privacy Principles (APP), 2014 (Federal)

Standards for RTOs 2015

Standard and Clause: 3.6, 4.1, 5.2 8.5, 5.2, 6.5, 8.1, 8.5, 8.6

Policy Section	RTO Standard & Clause	Description of Alignment
Collection of Personal Information	Standard 5, Clause 5.2 (f)	Learners are informed about information collected and how it’s used.
Use and Disclosure	Standard 8, Clause 8.5	Ensures that the RTO complies with legal and regulatory requirements, including the Privacy Act.
Data Security	Standard 8, Clause 8.5	Personal data is stored securely and access is limited to authorised individuals.
Right to Access and Correct Personal Information	Standard 5, Clause 5.2 (d)	Learners are advised of their rights to access and update their personal data.
Student Identifiers (USI)	Standard 3, Clause 3.6	Ensures the RTO meets obligations under the Student Identifiers Act 2014 .
Direct Marketing Restrictions	Standard 4, Clause 4.1	Ensures that any use of data for marketing complies with laws and does not mislead learners.
Cloud and Third-Party Data Use	Standard 8, Clause 8.5	Any data hosted via cloud or shared with third parties complies with secure protocols and legal guidelines.
Anonymity and Pseudonymity	Standard 5, Clause 5.2 (e)	Individuals have the right not to identify themselves unless legally required.

Policy Section	RTO Standard & Clause	Description of Alignment
Human Rights & Technology	Standard 8, Clause 8.6	Acknowledges broader legal and ethical responsibilities, including emerging digital rights.