



Dept:	3 - People Culture
Primary Area:	30 - HR
Other Area(s):	All business areas
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Our Policy:

This Privacy Policy outlines how SDS (“we,” “us,” or “our”) collects, uses, discloses, and protects your personal information.

We are committed to ensuring your privacy in accordance with Australian privacy laws and regulations.

Information We Collect

We may collect the following types of personal information:

- Contact Information: Name, email address, phone number, mailing address.
- Demographic Information: Age, gender, location.
- Usage Data: Information about how you use our website and services, including IP address and browsing patterns.
- Cookies and Tracking Technologies: Information collected through cookies and similar technologies.

Why we collect your personal information

We collect and use your personal information so that we can do business with you, such as send you orders, invoices, notices etc. 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 Information

We use your personal information for:

- Providing and improving our services.
- Enabling us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO
- Communicating with you, including responding to inquiries.
- Conducting research and analysis.
- Complying with legal obligations.

Disclosure of Information

We may share your personal information with:

- Service Providers: Third parties who perform services on our behalf (e.g., payment processing, marketing).
- Legal Authorities: When required by law or to protect our rights.
- Affiliates: Within our corporate family for business purposes.

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.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

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 Employment and Workplace Relations (DEWR), 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 your RTO using the contact details listed below.

DEWR 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 DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.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.

Data Security

We implement reasonable security measures to protect your personal information from unauthorised access, loss, or misuse. However, no method of transmission over the internet is completely secure.

Security measures include and are not limited to:

- Multi-factor authentication
- Use of strong passwords (updated every 30 days)
- Regular back-up of information
- Third Party Managed IT system





- Firewalls
- Building security including alarms and lockable mechanisms
- Antivirus software
- Software updates
- Secure disposal methods

Your Rights

You have the right to:

- Request access to your personal information.
- Request correction of inaccurate data.
- Make a complaint about how your personal information has been handled.
- Ask a question about this Privacy Notice.

Safety Direct Solutions Contact Details

Website: www.sds.aus.com.au

Email: admin@sdsaus.com.au

Phone: 1300 955 097

Authorised by:

Wayne Stone
General Manager

