

Privacy Policy

1. Purpose

Contempo College is committed to protecting the privacy and confidentiality of personal information collected from students, staff, contractors, employers, and other stakeholders.

This Privacy Policy explains how Contempo College collects, uses, stores, and discloses personal information in accordance with:

- **Privacy Act 1988 (Cth)**
- **Australian Privacy Principles (APPs)**
- **Standards for Registered Training Organisations (RTOs) 2015**
- **ASQA regulatory requirements**
- **National VET Data Policy** (where applicable)

2. Scope

This policy applies to all personal information collected by Contempo College in relation to its education, training, assessment, administration, compliance, and business operations.

3. Collection of Personal Information

Contempo College collects personal information directly from individuals or authorised representatives through:

- Enrolment and application forms
- Student management systems
- Website forms and online portals
- Email, phone, and written correspondence
- Compliance and reporting obligations

Types of personal information may include:

- Full name, date of birth, and contact details
- Identification documents
- Academic records and assessment outcomes
- Attendance and progress information
- Health information (where required and permitted)

Privacy Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 1 of 3

- Financial and payment information

Personal information is collected **only where necessary** for lawful education, training, and compliance purposes.

4. Use of Personal Information

Contempo College uses personal information to:

- Deliver training and assessment services
- Manage enrolment and student progress
- Issue qualifications and statements of attainment
- Meet regulatory, reporting, and funding obligations
- Respond to complaints, appeals, or reviews
- Improve services and quality assurance processes

Personal information will **not** be used for purposes unrelated to Contempo College operations without consent, unless required by law.

5. Disclosure of Personal Information

Personal information may be disclosed to:

- **ASQA and other regulatory bodies**
- **training.gov.au and National VET data collections**
- State or Commonwealth government agencies
- Third-party service providers engaged by Contempo College (under confidentiality agreements)
- Employers or agents, **only with student consent**

Information is disclosed strictly on a **need-to-know basis** and in accordance with legal and regulatory obligations.

6. Storage and Security of Information

Contempo College takes all reasonable steps to protect personal information from:

- Loss
- Misuse
- Unauthorised access

Privacy Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 2 of 3

- Disclosure or modification

Security measures include:

- Secure electronic systems and restricted access
- Password protection and user access controls
- Secure physical storage for paper records
- Staff training in privacy and data protection

7. Access and Correction

Individuals have the right to:

- Access personal information held about them
- Request correction of inaccurate or incomplete information

Requests must be made in writing to Contempo College and will be responded to within a reasonable timeframe.

8. Retention of Records

Contempo College retains personal information for the period required by:

- ASQA record-keeping requirements
- National VET Data Policy
- Legislative and contractual obligations

Records are securely destroyed when no longer required.

9. Complaints Regarding Privacy

If you believe your privacy has been breached, you may lodge a complaint with Contempo College. All complaints will be treated seriously, investigated promptly, and handled fairly.

If the matter cannot be resolved internally, individuals may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

10. Policy Review

This Privacy Policy is reviewed regularly to ensure ongoing compliance with legislative and regulatory requirements.

Privacy Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 3 of 3