

Privacy Notice

Under the *Data Provision Requirements 2012*, Glen Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Glen Institute for statistical, administrative, regulatory and research purposes. Glen Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage; • pre-Populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Collection of Personal Information

Glen Institute will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law. Glen Institute advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements.

Glen Institute will take reasonable steps at or before the time of collection to ensure that you are aware of:

- a) Who we are and how to contact us;
- b) How to gain access to your own information;
- c) The purpose for which the information is being collected;
- d) Any organisation to which we would normally disclose information of that kind;
- e) Any law that requires the information to be collected;
- f) The main consequences for the individual if all or part of the information is not provided.

Glen Institute collects information from you in the following ways:

- a) When you register your interest on line, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
- b) Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.

- c) Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- d) Should Glen Institute collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

Personal Information will also be shared with Debt collectors for recovery of monies owed to Glen Institute.

OTHER PRIVACY CONDITIONS

Access to personal information about the student may be shared between Glen Institute and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a visa condition.

The student agrees for Glen Institute to obtain from a credit reporting agency a credit report containing personal credit information about the student in relation to credit provided by Glen Institute:

- a) to assess an application by the student; and/or
- b) to notify other credit providers or training institutions of a default by the student; and/or
- c) to exchange information with other credit providers as to the status of the student's credit account, where the student is in default with other credit providers; and/or
- d) to assess the credit worthiness of the student.

The student consents to Glen being given a consumer credit report to collect overdue payment on commercial credit (Section 18K(1)(h) Privacy Act 1988).

The student agrees that personal credit information provided may be used and retained by Glen Institute for the following purposes and for other purposes as shall be agreed between the student and Glen Institute or required by law from time to time:

- a) to obtain a consumer credit report about the student; and/or
- b) allow the credit reporting agency to create or maintain a credit information file containing information about the student,
- c) analysing, verifying and/or checking the student's credit, payment and/or status in relation to the continuing relationship between the student and Glen; and/or
- d) processing of any payment instructions, direct debit facilities and/or credit facilities requested by the student; and/or enabling the daily operation of the student's account and/or the collection of amounts outstanding on the student's account in relation to the services.