

AMC Training and Consulting Privacy Policy

PURPOSE

AMC Training and Consulting ABN 931 2567 9405 (referred to as we, us or our) has implemented this Privacy Policy to provide individuals with information about how we hold and use personal information we collect.

By providing your personal information to AMC Training and Consulting, you consent to its collection, use, storage, and disclosure in accordance with this Privacy Policy.

If you wish to make any inquiries regarding this Privacy Policy, you should contact us using the contact details specified in section 4.8.

We respect your privacy and are committed to protecting your personal information. This document sets out our policy on how we will manage your personal information.

SCOPE

This policy applies to all AMC Training and Consulting employees, volunteers, contractors, associates, students (or prospective students), visitors and other stakeholders.

PERSONAL INFORMATION

Personal information has the meaning given in section 12 of the Information Privacy Act 2009 (Qld).

- The personal information collected and held about you includes but is not limited to:
- your name, address, email address, age, gender, tax file number, citizenship, unique student identifier, occupation, contact information;
- information about your education history and other related information if you are a student registered with us;
- payment details, such as your credit card details;
- details of courses undertaken with us;
- background checks including police checks and working with children checks if you apply for employment or other related positions, or this is required for vocational placement, work integrated learning or work experience (placement);
- health and sensitive information as described in section 4.3 below; and
- other information provided voluntarily by you, for example in response to surveys or competitions.

POLICY DETAIL

4.1 How do we collect your personal information?

We collect personal information about you in a number of ways, including:

- directly from you, for example when you:
 - enrol to complete a course at AMC Training and Consulting;
 - undertake training with AMC Training and Consulting (including online);
 - provide information to us in person or by phone, email, in an application form, or competition entry form;
 - submit information through our website and
- from third parties, such as:
 - AMC Training and Consulting's commercial partners;
 - other government departments and agencies;

- social media sites such as Facebook, Instagram and Twitter when you contact or otherwise engage with AMC Training and Consulting through these social media sites; and
- third party service providers (including employers and job agencies), to provide or facilitate your enrolment at AMC Training and Consulting.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

4.2 How do we use your personal information?

AMC Training and Consulting may use your personal information for the primary purposes for which it was collected and related secondary purposes either related to the primary purpose, or as otherwise set out in this Privacy Policy. Such primary and secondary purposes may include, without limitation, use of your personal information to:

- process any application for enrolment you might submit to us;
- deliver or facilitate the provision of training and other related products and services and retain evidence of participation / completion;
- verify your identity;
- develop student registers to enable us to communicate with you and any nominated parent/guardian;
- facilitate health, safety and wellbeing at our campuses and other training locations (including online);
- process any job application you might submit to us;
- develop, run, administer, and promote competitions, programs, activities and other events run by us, including promotions on social media;
- market and promote products, services, merchandise, and special offers made available by us or our respective commercial partners;
- administer and manage our websites, computer networks, platforms, and other applications (“systems”) and provide you with access to those systems, to enable those systems to function, to identify you as the holder of an account, to associate account activity with your identity and to allow other users to contact you or collaborate with you on documents or other resources;
- administer and manage any account you may hold with us;
- keep adequate records for audit, record keeping and compliance purposes;
- keep you informed of news and information relating to AMC Training and Consulting, including by distributing newsletters, publications and other communication via various mediums including direct mail, email and SMS / MMS messages;
- if you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your or your employer's engagement with us and otherwise as specified in this Privacy Policy; and
- research and develop new programs, activities and other events relating to education and other related products and services.

We may collect and use your personal information for other purposes not listed above. If we do so, we will make it known to you at the time we collect or use your personal information, and we will ensure your personal information is used in accordance with the requirements of the Information Privacy Act 2009 (Qld).

We do not otherwise use or disclose your personal information without your permission, unless the disclosure is:

- in accordance with this Privacy Policy or any agreement you enter into with us; or
- required or authorised by law; or
- for health and safety reasons, or another authorised reason under the Information Privacy Act 2009 (Qld) or the Right to Information Act 2009 (Qld).

If you do not want to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

4.3 Health and sensitive information

In some circumstances we may collect:

- information about your health, immunisation or vaccination status (for example, certain courses may require you to be vaccinated against COVID-19, Influenza and/or other illnesses to attend mandatory placement); or
- other sensitive information about you (for example, information about your racial or ethnic origin or criminal history information required to obtain a Blue Card or other check needed to attend placement, or

We may use this health information:

- about you to ensure that any education programs in which you participate are run safely and in accordance with any special health needs you may have;
- ensure compliance with requirements for background checks, immunisation or vaccination for employment, placement or access to facilities;
- for insurance and claim management purposes; and
- otherwise as required or authorised by law.

In addition, we may use de-identified health information and other de-identified sensitive information to:

- carry out research;
- prepare submissions to government or a government body; or
- plan events and activities.

De-identified information is information which has been aggregated or otherwise anonymised so that it cannot be used to identify you or any other individual.

4.4 When do we disclose your personal information?

We may disclose your personal information to:

- if you are a school-based apprentice or VET in Schools student - your school, the Queensland Curriculum and Assessment Authority and the Queensland Tertiary Admissions Centre;
- if you are enrolled in training paid for by your employer or another third party (such as a job agency) - to your employer or that third party;
- if you are enrolled with AMC Training and Consulting and undertaking training with another organisation (including other training providers, community organisations or schools) - the organisation with which you are undertaking training;
- if you are enrolled with AMC Training and Consulting in a program eligible for articulation through a higher education delivery partner and/or intend to continue study via a prearranged articulation pathway (for example you are studying a dual qualification with

AMC Training and Consulting and a higher education delivery provider) - the higher education delivery provider;

- if you are under the age of 18 - your parent/guardian (unless you have formally advised AMC Training and Consulting not to provide this information);
- Government Authorities and Agencies including but not limited to Qld Department of Employment, Small Business & Training, Centrelink, Commonwealth Department of Immigration and Citizenship, Australian Tax Office, Tertiary Education Quality and Standards Authority, the National Centre for Vocational Education and the Commonwealth Department of Education and Training and the Tuition Assurance Scheme;
- third parties that we have engaged to carry out functions and activities on our behalf (such as other education providers, placement providers, our website hosts, trade suppliers, independent contractors and other third-party service providers) or that we otherwise work with to provide our education programs;
- third parties to whom you have expressly given consent;
- our professional advisers, including our accountants, auditors and lawyers;
- our insurers; and
- other persons as required or authorised by law.

4.5 Our website

When you visit our website, our systems may record certain information about your use of those websites (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our web site.

4.6 Accuracy of your personal information

We take all reasonable precautions to ensure that the personal information we collect, use, store and disclose is accurate, complete, and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.

If you find that the personal information, we hold about you is inaccurate, incomplete, or out-of-date, please contact us immediately (our contact details are set out in section 4.7 below) and we will take reasonable steps to ensure that it is corrected.

4.7 How to contact us

If you:

- have any questions in relation to this Privacy Policy or our Personal information handling processes;
- wish to make a complaint in relation to a breach of your privacy;
- would like to correct your Personal Information held by us,

You can write to AMC Training and Consulting:

PO Box 5325
Victoria Point Q 4165
Email enquiry@amctc.com.au

We take all privacy complaints seriously and will investigate any such complaint in a confidential manner. You will be informed of the outcome of the investigation within a reasonable period of time.

4.8 Changes to this Privacy Policy

From time to time, we may need to change this Privacy Policy to reflect our changing business practices. If that occurs, we will post an updated version of this Privacy Policy on our website: <https://www.amctc.com.au/>

Last updated: January 2023