

Privacy Policy

OPL021

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Date	Date 21/03/2026
Owner	General Manager
Review Cycle	Annual
Applicable To	All staff, students, agents, parents and contractors

Purpose

At Shafston School of Business (Shafston), we are committed to protecting your privacy and the information you provide to us.

Policy Statement

Confidential and personal information provided to us by course participants is collected and treated in a manner which protects the privacy of that information on behalf of the participant and/or their employer;

- Participants are able to access their training records, such as but not limited to, Statements of Attainment, Qualifications, Record of Results and Verification of Competency Certificates;
- Information pertaining to participants is not disclosed to a third party without the written consent of the participant.

Shafston acts in accordance with the Information Privacy Act 2009 (QLD), which includes the Privacy Principles. Shafston also complies with provisions of the Privacy Act 1988 (Cth), the Australian Privacy Principles, and any other regulatory body requirements for the collection and treatment of private information relating to students, staff and contractors.

Information We Collect

The data collected by Shafston primarily relates to student information collected and recorded as per the requirements of the Australian Skills Quality Authority (ASQA) and other regulatory bodies.

We receive and store personal information you provide through our website, enrolment forms, social media pages, or other mediums from time to time.

Personal information may include but is not limited to: personal details, place of employment, place of origin, language and cultural diversity indicators, disability indicators, previous education history, training records and results, unique student identifier, and any RTO documentation issued.

Some courses, such as those with a licensing outcome, also require you to provide copies of personal documents (e.g., driver's licence, passport) to verify your identity. This is a regulatory body requirement. If these documents are not provided, we are unable to continue with your enrolment

Privacy Policy

OPL021

Storage and Security of Your Information

We keep your information protected at all times. Electronic information you provide is stored on a protected server and/or in databases such as aXcelerate that are password protected. Any physical documentation provided is kept secured in locked storage with access only by authorised personnel and destroyed securely once the mandatory retention period has been reached.

Disclosure of Your Information

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 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 personal information to the relevant state or territory training authority.

We may supply attendance, progress and participation information as well as outcome results to the following parties:

- Schools — if you are a secondary student undertaking VET training as part of a school program;
- Employers/Parents — if you are enrolled in training paid for by your employer or parent;
- Workforce Australia Providers — if you are enrolled in training paid for by Workforce Australia.

You must complete a Third-Party Release of Information form for results or other information to be released to any other third party not listed above.

Shafston will not supply personal information to any other party without authorisation. Shafston does not provide data to any overseas third parties.

Payment Processing

Shafston uses Ezy pay services to process online payments. Ezy pay stores all customer credit card information in accordance with PCI regulations and would only disclose personal information in accordance with the law, including the Privacy Act 1988 (Cth). See <https://www.ezypay.com/privacy-security>.

Use of Digital Tools and AI

Where Shafston uses digital tools, learning management systems, or artificial intelligence (AI) tools in the delivery of training and assessment, personal information will be handled in accordance with this policy. Student data will not be shared with third-party AI platforms without explicit consent, unless required by law.

Privacy Policy

OPL021

Marketing

Shafston may use your personal information to provide direct marketing materials, updates or newsletters pertaining to current and past course enrolments or enquiries. You may unsubscribe from marketing emails at any time by clicking the unsubscribe link on the email or sending an email to info@shafston.edu with the subject 'unsubscribe'. We do not, and will not, sell your personal information to any other party.

How NCVER and Other Bodies Handle Your Information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) and the NVET Act. Your personal information may be used and disclosed by NCVER for purposes including: populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Commonwealth authorities, and State and Territory authorities for purposes including administration of VET, statistics and research, and workforce planning.

For more information, refer to the NCVER Privacy Policy at www.ncver.edu.au/privacy.

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. You may opt out of the survey at the time of being contacted.

Changing Your Personal Information

You can contact us at any time to have your personal details updated, including address, phone number, and email address. For change of name requests, we will need a verified copy of the change of name document. Please contact us by emailing info@shafston.edu.

Privacy Breaches

If you believe there has been a breach in this policy or legislation in relation to your information, or if you wish to make a complaint about how your personal information has been treated, please contact Shafston and request a Complaint and Appeal Form (FRM-CA01). We take privacy seriously and will investigate all complaints in relation to privacy breaches in accordance with the Complaints and Appeals Policy and Procedure (OPOL009).

Privacy Policy

OPL021

Other Relevant Organisations

In addition to the NVETR Act, Shafston adheres to the privacy and data collection requirements of: State Training Authorities; Industry Licensing Authorities; Workplace Health and Safety Regulators; CRICOS (Education Services for Overseas Students Act 2000); and any other organisation identified as a licensing body, regulator or authority related to the student's enrolled course where there is a legislated requirement to share personal information.

Document Control

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Supersedes	Privacy Policy OPL021 v1.0 (February 2023)