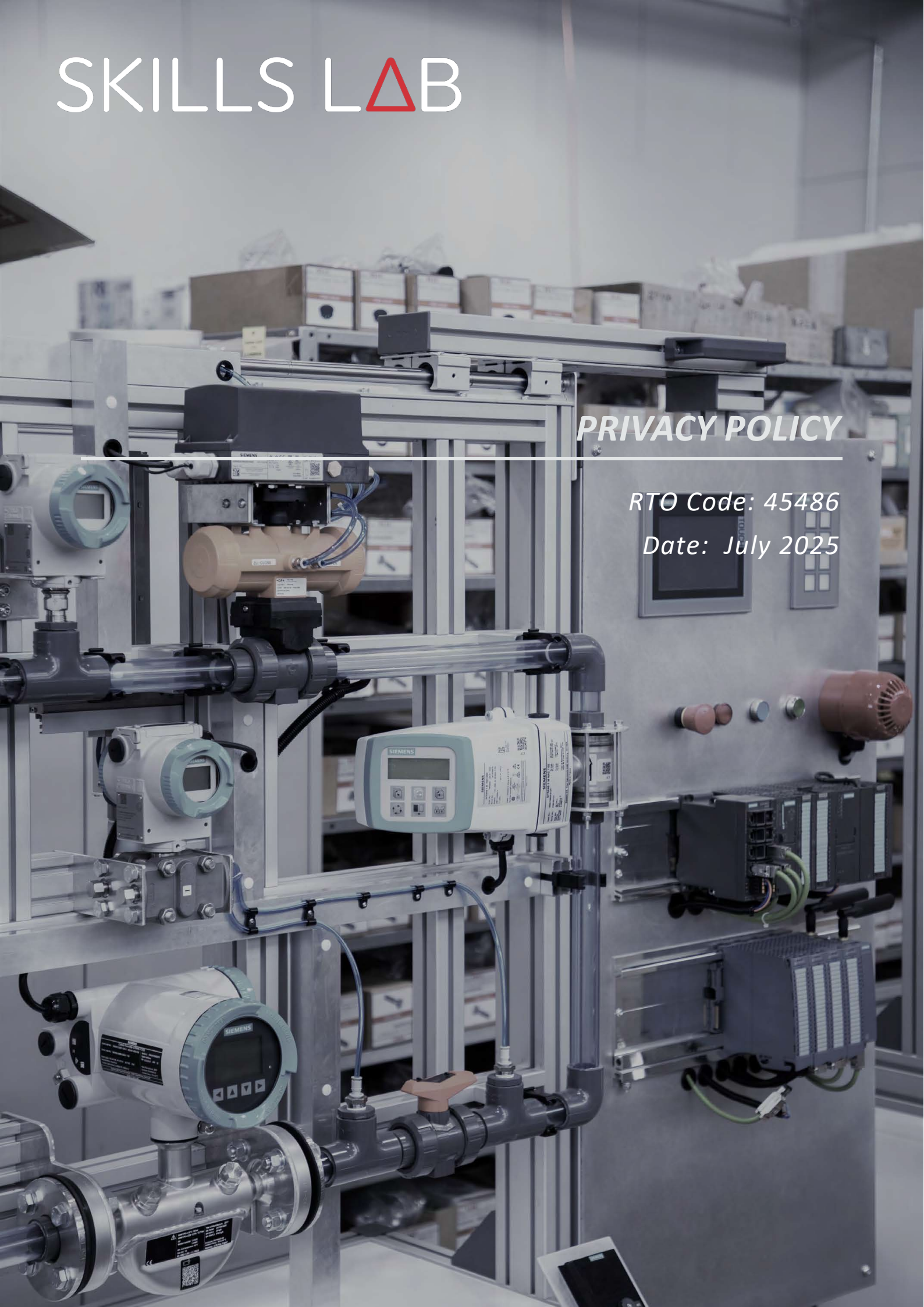


## *PRIVACY POLICY*

---

*RTO Code: 45486*

*Date: July 2025*



# Table of Contents

---

**Purpose and Application..... 3**

**References..... 3**

**Definitions ..... 3**

**Collection and use of personal information ..... 3**

**Purpose of Collection..... 4**

**Storage and Security ..... 4**

**Access and Retention of Information ..... 5**

**Disclosure to an Organisation ..... 5**

**Compliance..... 5**

**Contact Details ..... 6**

**Applicable Standards ..... 6**

# Purpose and Application

---

Skills Lab recognises the importance of protecting the personal information it collects from individuals associated with Skill Lab's business. The purpose of this policy is to provide an outline of the way Skill Lab manages personal information in accordance with the Australian Privacy Principals and the Privacy Act 1988 (Cth) ('Privacy Act').

Skills Lab takes its obligations under the Privacy Act seriously and will take all reasonable steps to comply with the Australian Privacy Principals and the Privacy Act to protect the privacy of all personal information that it holds.

# References

---

[National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025 - Federal Register of Legislation](#)

[National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025 - Federal Register of Legislation](#)

[National Training Register](#)

# Definitions

---

<b>Personal information</b>	is information or opinion (whether in recorded form or otherwise) about an identified, or reasonably identifiable, individual. This includes your name, date of birth, contact details, and may include information about your dealings with us.
<b>SAGE</b>	includes SAGE Group Holdings Ltd and its Related Entities.
<b>'Sensitive information'</b>	is a sub-set of personal information and includes information or opinions about your racial or ethnic origin, political opinions, memberships, religious beliefs, sexual orientation, health or criminal record.

# Collection and use of personal information

---

Skills Lab collects and holds personal information such as (but not limited to):

- the names of students and their school;
- postal and email addresses, telephone numbers of students and their caregivers;
- date of birth;

- place of birth;
- financial details including bank account information and credit card number;
- education and employment history, skills and work experience;
- Medicare information;
- drivers licence details.

Skills Lab collects this information directly from you or other persons acting on your behalf, from third parties (i.e. your school). Skills Lab may be required to collect sensitive information for the purposes of providing services. Where sensitive information is collected, it is afforded a higher standard of protection in accordance with the *Privacy Act*.

In the event that unsolicited personal information is collected by Skills Lab, Skills Lab will take reasonable steps to destroy or de-identify such information. Where possible, individuals will have the option of interacting with Skills Lab anonymously or using a pseudonym.

Skills Lab will not disclose personal information to any organisation without your prior consent.

Skills Lab will also collect and hold personal information relating to trainer and assessor credentials, experience, and employment history in accordance with the Credential Policy 2025. This information is held securely and accessed only by authorised staff.

## Purpose of Collection

---

Our purpose in collecting and holding personal information about an individual is so that it can be used for providing services to students, managing student records, handling complaints, and direct marketing.

Skills Lab may collect information for the provision of direct marketing unless you have informed Skills Lab in writing in accordance with this policy that you do not want to receive such information. Skills Lab will provide an “opt out” option to individuals who receive direct marketing from Skills Lab.

Skills Lab may be required to provide your personal information to other organisations (such as Australian Skills Quality Authority (ASQA) and the National Vocational Education and Training Regulator) to comply with its legal obligations such as auditors, legal advisers, the ATO, insurers and creditors.

## Storage and Security

---

All personal information collected by Skills Lab is retained as a part of a database that is securely monitored and maintained. The personal information will not be made available to a third party without your consent, unless Skills Lab is legally required to do so.

Skills Lab will take all reasonable steps to protect the security of the personal information that it holds. This includes taking appropriate measures to protect electronic materials and material stored and generated in hard copy.

Where personal information held by Skills Lab is no longer required and the law does not require it to be retained, Skills Lab will destroy such personal information by secure means.

## Access and Retention of Information

---

Skills Lab collects and uses Unique Student Identifier (USI) data in accordance with the Student Identifiers Act 2014, and stores USI records securely as part of each student's file.

Learners have the right to request access to, and correction of, their personal information at any time, consistent with Outcome Standards 2025 and the Australian Privacy Principles. You may request access to the personal information Skills Lab holds about you by making a written request to: [skills@skillslab.edu.au](mailto:skills@skillslab.edu.au). Skills Lab will provide you with access to your personal information unless an exception to access under Australian Privacy Principle 12 applies.

In the event that any personal information that Skills Lab holds about you is incorrect and requires correction, Skills Lab will take such steps as are reasonable in the circumstances to correct that information to ensure that it is up to date, complete and accurate.

Skills Lab seeks to ensure that the personal information it holds is accurate, complete and up-to-date. Skills Lab understands that personal information changes frequently and encourages you to contact Skills Lab as soon as possible to update any changes to personal information.

Skills Lab will retain AQF certification documentation for a minimum of 30 years and assessment evidence for a minimum of two years, in accordance with the Compliance Requirements 2025.

## Disclosure to an Organisation

---

Skills Lab may disclose personal information to its related entities, agents or contractors. Skills Lab acknowledges that you have no obligation to provide it with personal information. However, if you choose not to provide Skills Lab with personal information, Skills Lab may be unable to provide you with a full range of services or it may reduce Skills Lab's ability to service you.

Where third-party providers deliver services on behalf of Skills Lab, they will be required to comply with Skills Lab's Privacy Policy and the Australian Privacy Principles to protect learner personal information.

## Compliance

---

If you have any concerns regarding the privacy of your personal information, you may make a complaint to the Skills Lab General Manager who will endeavor to resolve the complaint.

If you wish to make a complaint regarding Skills Lab's handling of your request or complaint, you may complain directly to the Office of the Australian Information Commissioner.

In the event of a data breach involving personal information, Skills Lab will follow the Notifiable Data Breaches scheme under the Privacy Act 1988, including notifying affected individuals and the Office of the Australian Information Commissioner as required.

## Contact Details

---

The contact details for Skills Lab's General Manager are:

Email: [laura.mabikafola@skillslab.edu.au](mailto:laura.mabikafola@skillslab.edu.au)

Postal: F22/ 6 MAB Eastern Promenade, 1284 South Road, Tonsley 5042

## Applicable Standards

---

This policy is aligned with the Outcome Standards for Registered Training Organisations 2025, the Compliance Requirements 2025 (particularly Section 19, Data Management), and the VET Data Policy.