



Privacy Policy

Purpose

To outline the commitment of the Royal Victorian Aero Club to comply with required legislation in the protection of information collected during business operations from employees, students, clients and contractors, and handling this information ensuring privacy and confidentiality is maintained in line with State and Federal Privacy Legislation.

Policy

The Royal Victorian Aero Club complies with obligations under the Privacy Act 1988, the Australian Privacy Principles, various National/State/Territory privacy requirements, and various program/scheme Acts, Rules and Codes of Practice (see References). We are committed to safeguarding confidential information obtained, specifically the way in which it collects, uses, secures, disposes of and discloses personal information.

Definitions under the policy

- Personal Information – is information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes, but not limited to, information such as a person's name, address, financial information, marital status or billing details.
- Employees – are defined as individuals employed directly by Royal Victorian Aero Club to perform roles within the organisation.
- Students – are defined as both 'diploma' and 'private' students that are studying with or undertaking training with Royal Victorian Aero Club.
- Clients – are those that contract Royal Victorian Aero Club to perform services or commercial business activities.
- Contractors – are considered to be those that are engaged by Royal Victorian Aero Club, such as 'Agents' and may be defined as third party providers of services to the organisation.

Procedure

Royal Victorian Aero Club comply with the Australian Privacy Principles (APP) as described in the following information. We are committed to protecting the privacy and information of our students and employees, and we have outlined the various ways in which we ensure this protection.

APP 1 - Open and transparent management of personal information

Royal Victorian Aero Club ensures that personal information is managed in an open and transparent way, by providing students with access to our privacy policy, available free of charge, on our website or by request. In addition, we will:

- Ensure that the Privacy Policy is maintained and current.
- Only collect personal information required and this will not be shared or disclosed to a third party without prior written consent from the individual concerned, except where required by law.



- Securely store records as outlined in the Records Management and Data Provision Requirements Policy and Procedure.
- Make all reasonable efforts to protect confidential information received from students, clients and contractors during the course of business operations.
- As far as reasonable and practicable, Royal Victorian Aero Club implements practices and procedures that will facilitate dealing with enquiries or complaints regarding our compliance with the Australian Privacy Principles in a timely manner.
- Maintain up to date policies and practices to ensure the secure management of personal information.
- Clearly outline what information is to be collected and held.
- Provide information on how an individual may access their personal information and correct any information that is inaccurate.
- Provide information on how to make a complaint regarding any breaches of the Australian Privacy Principles by Royal Victorian Aero Club.
- Provide information on our likelihood to disclose personal information to overseas recipients.

APP 2 - Anonymity and pseudonymity

- Royal Victorian Aero Club respects the rights of individuals to not identify themselves when making enquiries about our products and services, however we do require honest information when answering enquiries where an individual's personal circumstances may affect the information provided to them, such as determining eligibility requirements.
- Royal Victorian Aero Club is not required to provide options of anonymity or pseudonymity where it is required or authorised by law, or impracticable to deal with individuals who have not identified themselves.

APP 3 - Collection of solicited personal information

- Royal Victorian Aero Club will only collect information that is necessary for our functions or activities or is required by law. We advise that we are required by law to collect, hold, use and supply personal information in accordance with:
 - National VET Data Policy requirements.
 - VET Student Loans Act 2016 and VET Student Loan Rules 2016.
 - National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- Royal Victorian Aero Club collects your personal information to:
 - Process applications and enrolments for nationally accredited training programs.
 - Ongoing management of your enrolment.
 - Record and maintain student details.
 - Administration of training programs, VET Student Loans and processing of International Student Applications.
 - Record and maintain ongoing details of training and assessment activities, including those related to Civil Aviation Safety Authority and other related aviation authorities.
 - Provide students with details regarding student support and wellbeing services, benefits and training/professional development opportunities.
 - Notify of upcoming events and opportunities on offer either through the training arm of the business, the Club or other associated entities.
 - Gain feedback from students.



- Ongoing communication with students via a range of methods including email, phone and government services eg eCAF
 - Report data and statistical information to relevant authorities as required by law.
- Royal Victorian Aero Club collects information from students in the following ways, but not limited to:
 - When prospective students lodge an Expression of Interest, makes an application for a course, completes an enrolment or makes a request for various products and services.
 - Information may be collected from a range of sources and documents including Student Application and Enrolment Pack, certified documents, phone calls, emails or general communication.
 - Information may be requested and/or obtained from third parties such as other training providers, where we are required to confirm previous training achievements and professional development.
- Where information is obtained from third parties such as previous training providers, students will sign a Transfer of Records form, authorising the release of these records to Royal Victorian Aero Club.

APP 4 - Dealing with unsolicited personal information

- Royal Victorian Aero Club will not request personal information that is not relevant to business operations, under the various Regulations, Acts, Policies, Principles, Rules, Notices and Codes of Practice (see References).
- Where information is provided by students that is not required, it will be securely destroyed.

APP 5 - Notification of the collection of personal information

- The Student Application and Enrolment Pack contains privacy statements as required by the National VET Data Policy, VET Student Loans Rules and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- The privacy statements provide information on the purpose of the collection of personal information, who the information is shared with, and Royal Victorian Aero Club's privacy policy.
- Acknowledgement of this is provided by the student by signing a declaration. Where a student is under 18 years of age, a parent or guardian is also required to sign.

APP 6 - Use or disclosure of personal information

- For employees, Royal Victorian Aero Club uses personal information for the purpose of meeting employment requirements including payroll, superannuation, taxation and Civil Aviation Safety Authority as required.
- Royal Victorian Aero Club uses personal information of its students for the purpose of meeting requirements for AVETMISS reporting, VET Student Loans administration, International Student applications and administration. Personal Information is also collected and provided to the Civil Aviation Safety Authority and Air Transport Safety Bureau as required.
- Personal information as collected through the Student Application and Enrolment Form or through other means will be passed on to government regulators as per the National VET Data Policy, VET Student Loans Act and Rules, the National Code of Practice for Providers



of Education and Training to Overseas Students 2018, and where applicable, to the VSL Tuition Protection Director, and the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

- We will, as far as practicable, ensure that the information provided to Royal Victorian Aero Club remains private and is only used for the purposes agreed to. We will only disclose personal information to a third party where one or more of the following apply:
 - Consent has been provided by the individual (written).
 - It is authorised or required by law, or necessary for enforcement of law.
 - It will protect the rights, property or personal safety of another person.
 - The assets and operations of the RTO business are transferred.
- Personal information will not be used in any way other than those outlined in the policy, and any other way where permitted general situations exist as referred to in the Privacy Act 1988.

APP 7 - Direct marketing

- Royal Victorian Aero Club may use students' personal information (such as names and phone numbers) to inform them of products and services that the organisation is offering that may be of interest to them.
- Students who prefer not to be contacted regarding such offers may opt out of any marketing activity by contacting Royal Victorian Aero Club directly, or through any opt-out mechanism contained in a marketing communication sent directly to them.

APP 8 - Cross-border disclosure of personal information

- Royal Victorian Aero Club does not disclose personal information to overseas recipients unless prior written consent is received from the individual to which the personal information relates to.
- Where information is shared with an overseas recipient, Royal Victorian Aero Club will endeavour to ensure that the recipient will handle the information in accordance with the Australian Privacy Principles.

APP 9 - Adoption, use or disclosure of government related identifiers

- In accordance with the Student Identifiers Act 2014, Royal Victorian Aero Club is required to collect, maintain and report to relevant government agencies a student's Unique Student Identifier (USI). A student's USI will not be disclosed for any other purpose, including being printed on any Certification documents issued to the student.
- Royal Victorian Aero Club will not adopt a student's USI as our own student identifier.

APP 11 - Security of personal information

- Royal Victorian Aero Club takes all reasonable steps to maintain the privacy and security of personal information.
- Information stored electronically is kept on a secure server and access is restricted to authorised employees. The server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information are secured in locked filing cabinets and held within a secure area on premises.
- Where documents are required to be transferred to another location, personal information is transported securely.



- Reasonable steps are taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.
- Non-active files are archived at a secure location for up to 30 years, or as required under specific legislation.

APP 10, 12 & 13 - Access to and correction of personal information, including quality of personal information

- Royal Victorian Aero Club takes reasonable steps to ensure that personal information collected is accurate, up to date and complete, by using current documents to collect information, such as enrolment forms which have been completed by students.
- Upon written request, Royal Victorian Aero Club allows access to personal files and the information contained within it, to the person to whom the file relates.
- To access personal information, students are required to contact Student Administration in writing and specify the type/s of information they wish to review. Proof of identification is required. Employees are required to contact Accounts/CEO.
- Where information is found to be incorrect or requires updating, students must advise Student Administration of what information requires updating by emailing training@rvac.com.au, whilst employees are to send an email to Accounts/CEO. Royal Victorian Aero Club will endeavour to update the information in a timely manner.
- If an update to personal information has been refused, Royal Victorian Aero Club will provide written notification of the refusal outlining the reasons why, and the individual will be provided with information on the Complaints and Appeals process.
- Royal Victorian Aero Club will not impose any fees or charges for updating personal information.

References

Privacy Act 1988 (Cth)
Australian Privacy Principles (APP)
Privacy and Data Protection Act 2014 (VIC)
Student Identifiers Act 2014 (Cth)
National VET Data Policy
National Vocational Education and Training Regulator Act 2011 (Cth)
VET Student Loans Act 2016
VET Student Loan Rules 2016 (Section 94 Handling Information)
Education Services for Overseas Students (ESOS) Act 2000
National Code of Practice for Providers of Education and Training to Overseas Students 2018
Records Management and Data Provision Requirements Policy and Procedure
Access Request to Student Records Form
Civil Aviation Act 1988
Civil Aviation Safety Regulations



Appendix 1

Student Privacy Notice (*National VET Data Policy*)

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If an individual does not provide their personal information RVAC may not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal 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 about you 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 your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, regulation, monitoring and evaluation; facilitation of statistics and research relating to education, including surveys and data linkage; understanding how the VET market operates, for policy, workforce planning and consumer information. The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy. If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

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. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact RVAC via email training@rvac.com.au to request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled, or ask a question about this Privacy Notice. RVAC Personal Information Policy and Procedures can be located

<https://rvac.com.au/wp-content/uploads/2025/01/personalinformationpolicyprocedure.pdf>



Appendix 2

VET Student Loans Privacy Notice

Information collected during the enrolment process may be used in accordance with the Privacy Act 1988, Australian Privacy Principles, VET Student Loans Act 2016 and VET Student Loans Rules 2016. RVAC only collect information required for the purpose of meeting contractual obligations with DEWR in the administration of the VET Student Loans scheme. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Commonwealth and the VSL Tuition Protection Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. At any time, you may contact RVAC via email training@rvac.com.au to request access to your personal information, correct your personal information, make a complaint about how your personal information has been handled, or ask a question about this Privacy Notice.

Appendix 3

International Student Privacy Notice (*National Code of Practice for Providers of Education and Training to Overseas Students 2018*)

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018, to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Usage of Appendices:

Appendix 1 – include in Domestic and International Application and Enrolment Pack

Appendix 2 – include in Domestic Application and Enrolment Pack only

Appendix 3 – include in International Application and Enrolment Pack only