NEW ERA INSTITUTE

CRICOS No.: 03509B • National Provider no.: 41543

Privacy and Personal Information Policy

2026 V1.0

Privacy and Personal Information Policy

1. Purpose

New Era Institute is a Registered Training Organisation (RTO) and CRICOS-registered provider responsible for delivering vocational education and training to domestic and international students.

New Era Institute collects, uses, stores, discloses, and manages personal information in accordance with:

- the Privacy Act 1988 (Cth)
- the thirteen Australian Privacy Principles (APPs) under Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- the Standards for Registered Training Organisations (RTOs) 2025
- the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018

This policy explains how personal and sensitive information is handled to ensure lawful, fair, transparent, and secure management of information.

2. Definitions

Under the *Privacy Act 1988* (s6(1)):

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not.

Sensitive information includes information or an opinion about an individual's:

- racial or ethnic origin
- political opinions or associations
- religious or philosophical beliefs
- professional or trade association or union membership
- sexual orientation or practices
- criminal record
- health, genetic or biometric information

3. Authority to Collect and Store Information

New Era Institute is registered by the **Australian Skills Quality Authority (ASQA)** under the *National Vocational Education and Training Regulator Act 2011*.

As a condition of registration and CRICOS approval, New Era Institute is required to collect, store, retain, and report student information in accordance with:

- Data Provision Requirements 2011
- AVETMISS
- PRISMS reporting requirements (for overseas students)
- RTO Standards 2025
- ESOS Act 2000

These legislative instruments create a statutory obligation to collect and retain student data for **up to 30 years**, where required.

4. Collection and Use of Personal Information

New Era Institute collects personal information that is reasonably necessary for:

- enrolment and delivery of training and assessment
- student support and welfare services
- compliance with legislative and regulatory obligations
- quality assurance, surveys, and continuous improvement
- human resources and business operations

Information may be collected directly or indirectly and may include sensitive information where permitted by law.

5. Solicited Information

New Era Institute collects:

- names, addresses, phone numbers, emails
- emergency contact details
- education, employment and training records
- financial and payment details (where applicable)

Information is also collected for:

- satisfaction surveys
- complaints and appeals
- student support services

Employee information is collected for HR, payroll, WHS, and employment management and is handled in accordance with this policy.

6. Collection Methods

Personal information is collected via:

- enrolment forms (paper and electronic)

- administrative forms (complaints, RPL, refunds, transfers)
- surveys (electronic and hard copy)
- direct enquiries (phone, email, in person, website)

Student data is recorded in the Student Management System **RTOm**.
Hard-copy records are securely stored in locked filing systems.

Survey hard copies are destroyed after data entry; electronic data is permanently deleted where no longer required.

7. Sensitive Information

Sensitive information collected may include:

- disability or impairment status
- language proficiency and country of birth (AVETMISS)
- dietary requirements (events only)
- professional memberships (guest speakers)
- staff health and injury records (HR purposes)

Sensitive information is collected only where required by law or with consent.

8. Google Analytics and Cookies

New Era Institute uses Google Analytics to analyse website usage.
Cookies may collect IP addresses and usage data stored on Google servers in the United States.

Users may disable cookies or opt out of Google Analytics.
Website logs do not contain identifiable personal information.

9. Unsolicited Personal Information

Unsolicited personal information is managed in accordance with the Australian Privacy Principles and destroyed where lawful and appropriate.

10. Notification of Collection

Individuals are notified at or before the time of collection, or as soon as practicable thereafter, including via:

- enrolment documentation
- website privacy notices
- survey invitations
- employment commencement documentation

12. Disclosure of Personal Information

Personal information is disclosed only where:

- required for the primary purpose of collection
- consent has been provided
- required or authorised by law

Information may be disclosed to:

- Commonwealth and State authorities
- ASQA, NCVER, DEWR
- PRISMS (for overseas students)

New Era Institute does **not sell personal information** or disclose it for unrelated marketing purposes.

13. Overseas Disclosure – International Students

For overseas students, New Era Institute discloses personal information to the Australian Government through PRISMS as required under the ESOS Act 2000 and National Code 2018.

This may include:

- enrolment details
- course progress
- attendance
- visa-related information

Such disclosures are authorised by law and consented to as part of enrolment.

14. Management, Access and Correction

New Era Institute takes reasonable steps to ensure information is accurate, current, complete, and relevant.

Individuals may request access to or correction of their personal information at no cost, in accordance with the Student Access to Records Policy, subject to lawful exceptions.

15. Information Retention and Disposal

Personal information is stored electronically and in hard copy, including backups.

Records are retained in line with:

- RTO Standards 2025
- ESOS Act requirements
- contractual and legislative obligations

When no longer required and lawful to do so, information is securely destroyed.

16. Information Security

New Era Institute protects information through:

- secure IT systems and SSL encryption
- password-controlled system access
- role-based permissions
- secure premises and locked storage
- clean-desk practices
- secure disposal and hardware sanitisation

Third-party providers are Australia-based and Australian Privacy Principles (APP)-compliant.

17. Data Breach Management

In the event of a suspected or actual data breach, New Era Institute will:

- take immediate steps to contain and assess the breach
- notify affected individuals where required
- comply with the Notifiable Data Breaches Scheme
- implement corrective actions to prevent recurrence

18. Complaints and Concerns

Privacy complaints must be submitted in writing to the CEO and are managed under the Complaints Handling Policy, including:

- commencement within 7 working days
- written response within 14 working days
- resolution within 60 calendar days (or notification if extended)

APPENDIX – REGULATORY MAPPING MATRIX

Regulatory instrument	Clause/Standard	What this policy does to comply
Standards for RTOs 2025 (Outcome Standards)	**2.1–2.3**	Ensures information handling supports learner access, transparency and accurate records (including access/correction).
Standards for RTOs 2025 (Outcome Standards)	**4.3 (risk management)**	Sets information security and data breach response controls to mitigate privacy risks.
Standards for RTOs 2025 (Outcome Standards)	**(PRISMS reporting obligations)**	Confirms disclosure of overseas student information via PRISMS is authorised by law and consented via enrolment.
National Code 2018	**Standard 10** (complaints & appeals for overseas students)	Requires privacy complaints to be handled under NEI complaints handling arrangements with timeframes.