

Privacy Protection Policy (POL014)

At ACIM Solutions we understand the gathering of personal information may create security concerns for our course participants, particularly as cybercrimes such as data breaches and online scams have become more prevalent in recent years.

We are committed to protecting the privacy of the personal information we collect and receive from you, and we are open and transparent with you about how we use it.

Our privacy policy has been developed in accordance with the [13 Australian Privacy Principles \(APPs\)](#) outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth). They combine and replace the National Privacy Principles and the Information Privacy Principles contained in the *Privacy Act 1988* (Cth).

This policy explains how ACIM Solutions collects, uses, discloses and otherwise handles personal information relating to individuals, whether or not they are employees of a public or private organisation, self-employed, or working in a volunteering capacity. It also explains how you can ask to access and correct the personal information we hold about you, or complain about any suspected privacy breach if you have any concerns. Nothing in this policy limits any of our other obligations at law.

The information we collect is shared with external agencies, such as the Australian Skills Quality Authority (ASQA), to meet our compliance requirements as a registered training organisation (RTO). All the information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law or required by the [Standards for NVR RTOs](#) to make student information available to other educational bodies such as the National Centre for Vocational Education and Research (NCVER).

Mutual Recognition

RTO's are required to validate qualifications or statements of attainment of students who are seeking credit transfers as part of additional study. In those situations we are

obliged to confirm that a student has studied with us and validate the qualification provided.

Collection of personal information

ACIM Solutions collects personal information only by lawful and fair means. Where possible, we will collect the personal information we need directly from you.

As part of completing your enrolment, we are required to gather information at the request of the federal government agency mentioned above, the NCVER. This is a compliance requirement for us, and it is a mandatory part of our licensing obligations.

The [NCVER \(Data Provision Requirements\) Instrument 2020](#), and the [National VET Data Policy](#) requires vocational training and education clients to collect data from learners in accordance with the [Australian Vocational Education and Training Management Information Statistical Standard \(AVETMISS\)](#). This is a complex information standard that defines information about who the learner is, where the training is delivered and what the student is studying.

[The Standards for Registered Training Organisations 2015](#) requires that our clients to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements. It is the primary purpose of our student management system, RTO Data Cloud, to support our clients to comply with this requirement.

NCVER use this information in a [de-identified](#) format for strategic educational research and planning purposes only.

The personal information we hold about you may include your name, current and previous addresses, telephone numbers, e-mail addresses, your employer and employment details if provided directly by you, and if it is relevant for our purposes as an RTO. We may also collect information about your educational and occupational preferences and interests if it is relevant to our business with you, and/or we need this information to tailor our services to your specific training needs, or if it is relevant and necessary to allow the organisation you work for to provide ACIM Solutions with services that we need.

Any personal information you entered into the ACIM Solutions database will not be used or disclosed by us, except as authorised by you, or as is reasonably necessary for the purposes outlined to you.

Should you choose not to provide personal information, we may not be able to provide you with the services you are seeking, or we may not be able to provide you with the services to a sufficient level, that we regard as best practice in the areas that we specialise in, i.e., investigations, training and management solutions.

We may collect personal information:

- from the information supplied by you to ACIM Solutions, including as described in the analytics section below
- in conversation and communication with you and your employees of your organisation
- from third parties, including employees, service providers, related companies or your representatives
- from publicly available sources of information
- when we are required to do so by law.

Where ACIM Solutions collects your personal information, we will take reasonable steps to notify you of:

- the purposes for which we are collecting the information
- the third parties to whom we may disclose the information if this is necessary
- how you can access and correct personal information and make privacy complaints if you have any concerns.

Sensitive information

ACIM Solutions will only collect sensitive information where it is reasonably necessary.

This includes:

- name, address and contact details (e.g., telephone number and email address)
- personal identifiers (e.g., Unique Student Identifiers) ~~(USI)~~
- demographics (e.g., age, gender)

- country of birth, main language spoken at home, Indigenous status, disability status (including types of disability)
- personal characteristics (e.g., date of birth, language spoken at home, Indigenous status, disability status (including types of disability), employment information
- education information (e.g., training enrolment and result details).

ACIM Solutions also enables you to respond to our surveys anonymously.

Cookies collected through the ACIM Solutions website

Most internet browsers are set to accept cookies. If you prefer not to receive them, you can adjust your internet browser to reject cookies. Rejecting cookies can, however, limit the functionality of our website. There are a range of websites that provide tips on how to disable cookies. However, please note that ACIM Solutions does not endorse the content of external websites. You are advised to refer to them at your discretion.

Web and email analytics

ACIM Solutions has enabled the [Google Analytics Demographics and Interest Reporting](#) functionality available through Google Analytics. ACIM Solutions and our associates use first-party cookies ([Google Analytics cookies](#)) and third-party cookies (the [DoubleClick cookie](#)) to collect information.

If you want to disable Google Analytics Cookies, you can find the Google Analytics Opt-out Browser Add-on tool [here](#).

Use and disclosure of personal information

Your personal information may be used by us or our associates to:

- collect payments and to administer your account
- provide you with updated or new information about our products and services
- enhance existing products and services and to develop new ones
- maintain and update our business infrastructure and systems
- promote our other products and services to you.

In the course of providing our products and services, or collecting and using your personal information, this information may be disclosed to third party organisations including:

- information technology service providers
- our legal, accounting, financial or other professional advisors
- regulatory, government and other authorities as required by law.

Opting out

You can opt out of receiving marketing communications from ACIM Solutions at any time through the following channels:

- By Email – contact@acimsolutions.com.au
- By telephone – +61 0413 457757
- By choosing the “unsubscribe” option that we include in our email messages
- Even if you opt out of receiving information about future events or marketing material, we will still send you essential information which relates to the services we provide, according to the relevant government regulations. We ask you to agree and acknowledge this requirement when you enrol in an ACIM course.

Unsolicited information

“Unsolicited personal information” refers to the personal information we receive in the course of our work that we have taken no active steps to collect. If the information we receive is not required for ACIM Solutions to perform one or more of our services or activities, we will destroy or de-identify the information as soon as practicable.

Quality of personal information

ACIM Solutions takes reasonable steps to make sure that the personal information (e.g., name, address, employer details) we collect, use or disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

We recommend that you:

- let us know if there are any errors in your personal information
- keep us up-to-date with changes to your information if you are still interacting with us.

Security of personal information

We take reasonable steps to protect your personal information we hold from misuse, loss, unauthorised access, modification or disclosure. For example, we manage and mitigate risks at each stage of the information lifecycle: from the initial collection and use of the data for business and training purposes; the mandatory disclosure of this information to ASQA, and the NCVET for compliance reasons; the permanent de-identification of data (if it is no longer needed for any purpose); the secure storage of any information that must be retained for regulatory reasons; and even the safe destruction of data, if it is appropriate to do so.

You can also help to protect the privacy of your personal information by keeping passwords secret and by ensuring that you log out of the website when you have completed submitting your enrolment or work on the online learning platform. If you become aware of any security breach, please contact ACIM Solutions head office as soon as possible.

ACIM Solutions is not responsible for the privacy or security of third-party websites that you access via links on the ACIM Solutions website.

Access and correction of your personal information

You are able to access your personal information that we hold, with some exceptions, as allowed by law. To obtain a copy of your personal information, simply write to ACIM Solutions requesting the information, and we will assess your request and reply in writing, usually within 10 working days. We reserve the right to charge \$30 per hour or the provision of this information, based on the time involved to complete the request which is consistent with government freedom of information request costs. If we refuse your request, or if we refuse to give you access in the manner you have requested, ACIM Solution's policy is to provide you with written confirmation of the reasons for

our refusal and the complaint process available to you if you wish to take the matter further.

Variation

This policy may be varied from time to time in accordance with any changes to our practices or changes to the way we collect, use and disclose any personal information. You should check this policy regularly so that you are aware of any variations made to this policy.

Complaints

If you have a complaint about how ACIM Solutions has collected, stored or used your personal information, please contact us. We will endeavour to deal with your complaint and take any steps necessary to resolve the matter promptly, but usually within 10 working days.

If your complaint is unable to be resolved within 10 business days, ACIM Solutions will advise you in writing, including details of when we expect to provide our response.

If you are unhappy with our response, you can refer your complaint to the Office of the Australian Information Commissioner, whose [contact details can be found here](#).

Please contact ACIM Solutions if you have any queries or concerns about the personal information that ACIM Solutions holds about you, including the way we use or disclose that personal information. We are also here to help if you wish to access or correct the personal information held by us or if you would like to opt out of receiving our marketing communication materials.

Our contact details are set out below:

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