

PRIVACY & PERSONAL INFORMATION

POLICY & PROCEDURE



Purpose

The purpose of this procedure is to detail how Volt Edge collects, manages, protects, stores and reports data provided by students.

Scope

This policy applies to students/clients enrolling into a course conducted by Volt Edge.

1) Privacy

Volt Edge understands the importance you place on your privacy and personal information. As such, Volt Edge take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the participant.

2) Collection of Information

In order to use the Volt Edge website, Volt Edge may require information from you in order to provide the best service possible.

All correspondence may also be collected and stored, particularly regarding sales, support and accounts, including Email.

Any information collected by Volt Edge is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

3) Use of Collected Information

Any details collected from Volt Edge customers is required to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded to provide service references, and to assist in our staff development.

Volt Edge 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 Vocational Education Training (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. Volt Edge are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

4) Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.

If you have any questions about security on our Website, you can email us at training@voltage.com.au



5) Access to Collected Information

If you're personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at training@voltage.com.au

6) Communications

Volt Edge uses personally identifiable information for essential communications, such as Emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at training@voltage.com.au

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

7) Third Parties

Volt Edge may at its discretion use other 3rd parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These 3rd parties are prohibited from using your personally identifiable information for any other purpose. Volt Edge does not share any information with 3rd parties for any unknown or unrelated uses.

8) Regulatory Bodies

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 Education, Skills and Employment (DESE), 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. DESE 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.

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For more information about how the DESE will handle your personal information, please refer to the [DESE VET Privacy Notice](#)

9) Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

10) Links

Links on the Volt Edge site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of Volt Edge.

11) Changes

If Volt Edge decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

DOCUMENT CONTROL

Document Name:	Privacy and Personal Information Policy and Procedure
Author:	Business Improvement Manager
Approved By:	General Manager
Approval Date:	
Review Date:	20/10/2022