

Privacy Policy and Procedure

Equinim College Pty Ltd (EQC Institute) | Effective 8 September 2026

This policy explains how EQC collects, holds, uses and shares personal information and how you can access it, correct it or raise a concern. It covers applicants, current and former students, website users, job applicants, staff, contractors and other people whose information we handle.

Privacy enquiries: team@equinimcollege.com | 1800 338 883. Ask Student Services to refer your request to the person responsible for privacy. You may ask for help, another format or a postal contact address.

EQC only enrolls students aged 18 or older, with no under-18 exceptions. This is our admission rule, separate from government funding eligibility. Privacy rights still apply to anyone whose information we hold.

1. Information we collect and why

Personal information is information or an opinion about an identified or reasonably identifiable person. Depending on your dealings with us, we collect contact and identity details, date of birth, citizenship or visa information, eligibility evidence, previous education, employment and demographic information, enrolment and learning records, assessment and certification results, fees and payment records, and relevant correspondence, support or complaint information.

We use this information to assess applications and eligibility, deliver and administer training, communicate with you, arrange support, verify identity and awards, manage payments and refunds, handle concerns, and meet reporting, regulatory and legal obligations. Overseas-student processes may require relevant financial, visa and study information.

Sensitive information includes health or disability information and racial or ethnic origin. We collect only what is reasonably necessary, with your consent unless another lawful basis applies. A support request does not automatically require a diagnosis or full medical history. We explain what is needed and discuss reasonable alternatives.

2. How we collect information

We generally collect from you through applications, the hub, forms, calls, meetings, email, assessment, feedback and website interactions. We may also receive relevant information from your authorised representative, employer, previous provider or a government body where lawful. We explain indirect collection where required. If you give us someone else's information, tell them and provide this policy where practicable.

You can make general enquiries anonymously or use a pseudonym where practical and lawful. If essential identity, enrolment or eligibility information is missing, we may be unable to process an application, provide a service or confirm funding. We explain the relevant consequence; leaving an optional survey or other optional question unanswered does not automatically prevent enrolment.

3. Identity checks and your USI

We use proportionate checks to verify identity and entitlement to records. We explain which evidence is needed and whether a copy is required. Seeing an ID document does not itself justify keeping a full copy indefinitely. Any retained copy must have a necessary, lawful purpose and appropriate safeguards.

If you authorise EQC to apply for a Unique Student Identifier (USI), we provide the USI privacy information and obtain the required permission. Personal information collected solely for that application is securely destroyed as soon as practicable after applying or when no longer needed for that purpose, unless a law requires retention. This does not require deletion of records lawfully needed for another purpose. Never send us your USI password. Transcript viewing requires the appropriate access permission.

4. Sharing information

We do not sell, rent or lease your personal information. We share information only where the purpose and legal basis permit it, including necessary training and administration services, disclosures you authorise, and disclosures required or authorised by law. Enrolment is not blanket consent to unrelated sharing.

Recipients may include authorised staff and service providers for our hub, reporting, IT, communications and payment functions; the National Centre for Vocational Education Research (NCVER), relevant training authorities, ASQA and other regulators; and government bodies administering funding, student identifiers, overseas-student requirements or VET Student Loans where applicable. See our Privacy Notice for Data Collection for national reporting details.

An employer or sponsor receives relevant progress or administration information only where you have been told and an appropriate consent, contractual arrangement or other lawful basis applies. Payment or sponsorship alone does not give unrestricted access to your records. We verify representatives' authority and limit disclosures to the relevant purpose. Safety or law-enforcement disclosures must also have a lawful basis.

For government-funded training, relevant authorities may receive information about your identity, eligibility, enrolment, activity, fees and outcomes for funding administration, monitoring, audit, evaluation and other lawful purposes. The applicable program notice explains the particular sharing and any consent required.

For NSW Smart and Skilled, the prescribed departmental consent is a separate requirement before the notification of enrolment process. This policy does not replace it. Applicable state or territory privacy, health-information and funding requirements apply alongside this policy; program-specific requirements are explained when relevant.

5. Where information is held

Our main EQC student hub is hosted in Australia. We also use the Australian AVETMISS Done service for some student reporting records and Google Sheets for a limited amount of information. These arrangements do not mean all information remains in Australia.

Information placed in Google Sheets may be stored or processed outside Australia, including in the United States and other countries in Google's published service locations. Depending on the service and support arrangements, these include Singapore, Taiwan, Belgium, Finland, Ireland and the Netherlands. Google publishes [data-centre locations](#) and, for Workspace, [processing providers and countries](#). See also [Google's Privacy Policy](#).

Where overseas disclosure occurs, EQC must take the steps required by Australian privacy law to protect your information. This policy does not ask you to waive those protections. Tell us if you have a concern or need details about the handling of a particular record.

6. Security, retention and disposal

Our policy is to restrict access to people who need information for an authorised role and to use reasonable technical and organisational safeguards against misuse, interference, loss and unauthorised access, changes or disclosure. Records may be held in our electronic systems and relevant paper files. Avoid emailing passwords or unnecessary identity or health documents; ask for an appropriate way to provide sensitive material.

We keep records for the purposes for which they are needed and for applicable legal, regulatory and funding periods. Records of AQF certification issued are retained for 30 years. Current RTO requirements also require retention of submitted assessment evidence for at least two years after completion of the training product, with longer periods where other requirements apply. These periods do not mean every ID copy or email must be retained for 30 years.

When information is no longer needed and no retention duty or legal hold applies, we take reasonable steps to securely destroy or de-identify it. Disposal includes appropriate handling of backups and service-provider copies; removal from a working system may not erase every backup immediately. USI-only information has the separate destruction requirement described in section 3.

If we suspect a data breach, we act promptly to contain it, assess the risk and take remedial action. Where the Notifiable Data Breaches scheme or another applicable duty requires notification, we notify the relevant authority and affected people as required, explaining protective steps. Contact us promptly about a suspected loss or unauthorised disclosure.

7. Website information and marketing

Website and online-service use can generate IP addresses, browser/device details, access times, pages visited and cookie identifiers. These may identify you or be linked with other information; they are not automatically anonymous. We use relevant technical information to operate, secure and improve services. Cookies can retain preferences or support site functions. You can manage them in your browser, although some functions may be affected.

External websites and services have their own privacy practices. We explain relevant collection and sharing for services we use; following a link does not make every third party subject to EQC's policy.

Optional marketing is separate from enrolment and essential service messages. You can stop marketing without charge using the unsubscribe option in a message or by contacting us. You do not have to submit a special form. We act on opt-out requests as required by law. Necessary study, account, legal and safety messages may still be sent.

8. Keeping records accurate

EQC takes reasonable steps to keep information accurate, complete and current for its purpose. Please tell us when your details change. We consider relevant evidence and do not treat accuracy as solely your responsibility.

9. Access and correction

Anyone may ask for access to their own personal information held by EQC or request correction, including applicants and former students. Contact us by email or phone; no particular form is compulsory. We offer assistance and make proportionate identity and authority checks. Do not send unnecessary documents before we explain what is needed.

We respond within a reasonable period. Straightforward requests can usually be handled sooner; if more time is needed, we explain why and the expected next step. We consider your preferred way of receiving access and reasonable alternatives. EQC currently charges no administration fees. There is no charge to make an access request or to request or make a correction.

Access may be limited only on an applicable lawful ground, for example where necessary to protect another person's privacy or where disclosure is unlawful. We consider partial access, redaction or another reasonable arrangement. A record is not automatically excluded merely because it relates to proceedings or commercial matters. Where required, refusal is explained in writing with reasons and complaint options.

If information is inaccurate, out of date, incomplete, irrelevant or misleading for its purpose, we take reasonable steps to correct it. At your request, we take reasonable steps to notify another organisation to which we previously disclosed the information, unless doing so would be impracticable or unlawful. If we refuse correction, we give written reasons and complaint options as required. You may ask us to associate a statement of the disputed matter with the record.

10. Privacy concerns and complaints

Privacy enquiries: team@equinimcollege.com | 1800 338 883. Ask Student Services to refer your request to the person responsible for privacy. You may ask for help, another format or a postal contact address.

Tell us what happened, the relevant dates and the outcome you seek. We help you put a complaint in writing if needed and use our Complaints and Appeals process. We acknowledge it, arrange appropriate review, explain the outcome and reasons, and communicate delays and next steps. No compulsory extra form or internal panel prevents you seeking appropriate external assistance.

If you remain dissatisfied, you can contact the Office of the Australian Information Commissioner (OAIC): oaic.gov.au/privacy/privacy-complaints | 1300 363 992. The OAIC generally asks that you first complain to the organisation and allow a reasonable opportunity to respond, usually 30 days. Other state or territory privacy or health-information complaint routes may apply to a particular matter; we can help identify the relevant authority.

11. Related notices and copies

The Privacy Notice for Data Collection explains national VET reporting. Additional notices and lawful consents may apply to your particular program or collection. Ask for a free copy of this policy or a notice in an accessible form. Read current privacy documents at technologycourses.com.au/privacy-policy and the Complaints and Appeals Policy at [our policy library](#). Material changes are reflected in the current published policy; existing legal rights remain.

NSW: NSW Department of Education privacy information. WA: Department of Training and Workforce Development privacy policy. Queensland: Department of Trade, Employment and Training privacy policy.