

1. Introduction

Evolve Learning Institute (ELI) is committed to protecting the privacy, confidentiality, and security of personal and sensitive information. This Privacy Notice explains how ELI collects, uses, stores, discloses, and retains personal information in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth), and ELI's obligations as a Registered Training Organisation (RTO).

This notice applies to all individuals who interact with ELI, including prospective students, enrolled students, graduates, survey participants, staff, contractors, and stakeholders. It covers personal information collected through services such as enrolment, training and assessment activities, surveys, online platforms, and administrative processes.

By using our services or providing your details, you agree to the collection, storage, use, and sharing of your personal information as outlined in this Privacy Policy. This ensures we can process, manage, and protect your data in compliance with law and relevant standards.

You retain the right to withhold personal or sensitive information. Please be advised that failure to provide certain information may limit or prevent ELI from providing our services, and we may not be able to enrol you as a student.

2. Legal Basis for Collection of Personal Information

ELI collects personal information where it is:

- Necessary to perform a contract, including the delivery of training and assessment services and the issuance of AQF certification.
- Required to meet regulatory, reporting, or compliance obligations as an RTO.
- Required or authorised by law to make student information available to government bodies and agencies such as the National Centre for Vocational Education and Research, the Australian Skills Quality Authority, or any relevant State or Territory Training or Funding Authority.
- Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, we are required to collect personal and sensitive student information, including any disability, education history, language and cultural diversity, citizenship status, language, literacy, numeracy and digital skills and disclose that personal information to the National Centre for Vocational Education Research (NCVER). NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
- NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 and the NVETR Act 2011. This information may be used and disclosed by NCVER 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:
 - Populating authenticated VET transcripts;
 - Administering vocational education training, including program administration, regulation, monitoring and evaluation;
 - Facilitation of statistics and research relating to education, including surveys and data linkage; and

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- Understanding the VET market, such as how the VET industry operates, for policy development purposes, workforce planning and consumer data.
- NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf, and NCVER does not intend to disclose your personal information to any overseas recipients. You can refer to NCVER's Privacy Policy on their website for more information on how NCVER handles your personal information.

ELI does not collect personal information unnecessarily or for purposes unrelated to its lawful functions and activities.

3. Why We Collect Personal Information

ELI collects personal information so that we can:

- Identify and verify yourself as part of the management of enquiries and enrolments
- Assess your eligibility to enrol with us
- Deliver training and assessment services
- Facilitate any work integrated learning or work placements where necessary
- Communicate with you about our services
- Assess eligibility for Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Monitor learner engagement, progress, and outcomes
- Collect payment for our services
- Conduct appropriate credit and background checks
- Issue Statements of Attainment and AQF qualifications
- Meet reporting and data provision requirements
- Submit information to other government agencies, regulatory authorities and other organisations as necessary
- Conduct surveys and quality assurance activities
- Support continuous improvement of training and services
- As legally required or permitted.

4. Information We Collect (Based on Your Interactions with ELI)

4.1 Personal and Sensitive Information

Information you give us directly — for example, when you enquire about a course, enrol (e.g. name, gender, date of birth, contact details, driver's licence and/or passport details, Unique Student Identifier, disability, education history, language and cultural diversity, citizenship status, language, literacy, numeracy and digital skills), pay fees, access the Learning Management System (LMS) and the Student Management System (SMS), contact us (via forums, email, phone or chat), provide feedback or lodge a complaint. Sensitive information is only collected where reasonably necessary and directly related to ELI's functions, including information disclosed to support reasonable adjustments or learner wellbeing.

Payment and banking details — such as card details or bank account information used for payments.

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Reporting information required by law — for submission to Commonwealth, State and Territory agencies for planning, administration, evaluation and funding purposes.

Records of communications — ELI may monitor and record calls for training and compliance. Emails and messages sent through the SMS are also stored in ELI systems. Delivery Mode 2 virtual training sessions are recorded and made available to enrolled Delivery Mode 2 students for later viewing. Only the trainer's presentation screen is recorded. Student camera frames are not recorded.

4.2 Training and Assessment Information

Enrolment, assessment submissions and training records — including assessment outcomes, attendance, engagement, progress notes, completion details, completion status, and information collected through surveys or quality indicator reporting.

Verification information from other providers — on your consent, where needed to confirm qualifications, RPL or credits.

Work placement information — on your consent, from organisations involved in your workplace placement (where applicable).

4.3 Survey and Feedback Information

We collect responses from student, employer, and industry surveys to support our continuous improvement process.

Industry surveys may collect your name, employer name, job title and contact information for the purpose of authenticity.

Survey participation is generally voluntary unless required for regulatory or quality assurance purposes.

Our surveys may be conducted using SurveyMonkey, which means that the information collected in the survey will be transferred outside Australia and stored securely on SurveyMonkey's servers. By volunteering to complete the survey, you agree to this transfer.

Students and employers may receive a survey which is run by an Australian Government Department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note, you have the right to opt-out of the survey at the time of being contacted.

5. How Information Is Collected

Personal information may be collected through:

- Website enquiry forms
- Website browsing
- Enrolment, application and any required forms
- RPL, Credit Transfer, complaints, appeals, and refund forms
- Surveys, questionnaires and AVETMISS surveys
- Learning Management System (LMS), Student Management System (SMS) and forums
- Assessment submissions and learning activities
- Direct communication from you (email, phone, online meetings)

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- With your consent, from third-party sources (e.g., employers, educational institutions for academic results).

Where information is collected in hard copy, it is transferred into secure electronic systems and securely destroyed when no longer required.

6. Use of Survey Information

Survey information is used to:

- Analyse feedback and identify trends
- Support continuous improvement
- Inform decision-making and planning
- Demonstrate compliance with RTO and regulatory requirements

Where possible, surveys are designed to be anonymous or de-identified. Where identifiable information is required, this is clearly stated at the time of collection as a mandatory field.

ELI does not use survey information for direct marketing unless explicit consent is provided.

7. Storage, Security and Retention of Information

Personal information is stored securely in ELI's electronic systems with appropriate access controls. Data is backed up regularly and stored on secure servers located in Australia. Please refer to Website Traffic, Cookies and Analytics for more information regarding website related data.

We require all employees, contractors, and third parties to protect personal information and abide by this Privacy Policy and applicable laws and regulations.

We only keep your personal information for as long as necessary to fulfil the purposes outlined in this policy, comply with legal requirements, or meet additional notified purposes. Once this period ends—or any legal limitation period expires—we will de-identify or securely destroy or delete it.

Student certification records of all AQF qualifications and statements are retained for 30 years, in accordance with RTO record-keeping requirements. Assessment evidence submitted by a student to ELI or a third party is securely retained for a minimum of 2 years after the student has completed the training product.

Survey data is used solely for quality improvement and may be retained for a shorter period and securely destroyed when no longer required.

8. Disclosure of Personal Information

8.1 Regulatory and Government Disclosure

ELI is required by law to disclose personal and sensitive information to government bodies and agencies, including:

- National Centre for Vocational Education Research (NCVER)
- Australian Skills Quality Authority (ASQA)
- Relevant State or Territory Training or Funding Authorities.

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Under the Data Provision Requirements 2020, ELI must disclose personal information to NCVER for purposes including:

- Population of authenticated VET transcripts
- Administration and regulation of vocational education and training
- Research, statistical analysis, and workforce planning.

NCVER manages personal information in accordance with the Privacy Act 1988 and does not intend to disclose information to overseas recipients.

8.2 Service Providers

Personal information may be disclosed where necessary to ELI's contracted service providers for ELI's operations and subject to confidentiality obligations, such as;

- RTO compliance consultants
- Consultants, parties or other training providers engaged to deliver services on behalf of ELI
- Any party engaged by us to administer our website
- Any party managing ELI's data management systems, such as the LMS and SMS
- Any party managing the collection of payment for services provided by ELI
- Where required or authorised by law.

Some of your personal information may be disclosed, stored, processed or used outside of Australia by our service providers.

At times, the ELI website and some course pages may include embedded third-party services or links that take you to external websites (for example, other content or service providers). When you move to a third-party site, their privacy practices apply, and they manage how your information is handled. We encourage you to check the privacy policy of any external site you visit via our links or integrations.

8.3 Third-Party Requests

Where a third-party requests personal information about you, we will seek written permission from you before disclosing any information. The only exception is where we require the services of an organisation for the purposes of our operations, such as a Compliance Consultant and sharing your personal information is required, or where we are bound to by law, such as with the national regulator – ASQA, and with NCVER.

9. Website Traffic, Cookies and Analytics

9.1 Website cookies, analytics and advertising

When you visit ELI's website, we may collect website usage and technical information through cookies and analytics tools (including Google Analytics). This can include your IP address, device type, browser, operating system, pages visited, time spent on pages, referring URLs, and files or documents downloaded.

Cookies are small text files stored on your device that help websites recognise your browser and remember certain information. We use cookies to:

- support core website functionality (for example, saving preferences)
- improve performance and user experience
- understand how the website is used so we can improve our content and services.

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Analytics information is generally used in an aggregated form, however in some circumstances it may be considered personal information under the Privacy Act.

9.2 Overseas processing

Some cookies and analytics data may be processed and stored by service providers (such as Google) on servers located outside Australia, including the United States. This may involve overseas disclosure where required for hosting and processing, or where required by law.

9.3 Advertising and remarketing

We also use third-party advertising and remarketing technologies (such as cookies, pixels and tags) to display our advertisements to people who have previously visited our website. These technologies may be provided by platforms such as Google (including the Google Display Network), Meta (Facebook and Instagram) and Microsoft (including Bing/Microsoft Advertising).

These tools help us:

- Show ads that may be more relevant to you based on your interactions with our website, and
- Measure the effectiveness of our advertising (for example, understanding whether an ad was viewed or clicked).

These providers may automatically collect information when you visit our website or interact with our ads on other platforms. This typically includes online identifiers (such as cookie IDs), device and browser information, pages visited, and ad interaction data (such as impressions and clicks).

9.4 Your choices

You can control or limit cookies and similar technologies by:

- Adjusting your browser settings to block, delete, or restrict cookies (noting that some website features may be affected)
- Choosing to opt out of Google Analytics tracking (where available)
- Managing your ad personalisation preferences within Google, Facebook/Instagram and Microsoft settings.

9.5 External links and third-party services

Our website and some course pages may include third-party services or links to external websites that we do not control. Those third parties are responsible for their own privacy practices, and we encourage you to review the privacy policy of any third-party website you visit.

10. Direct Marketing and Communications

ELI may use personal information to send administrative or service-related communications relevant to your enrolment or engagement with ELI.

ELI does not use personal information for direct marketing unless:

- The information was collected for that purpose, or
- You have provided consent.

You may continue to receive marketing after your course, service or enquiry ends. You may opt out of marketing communications at any time by contacting ELI directly.

11. Access and Correction

You have the right to:

- Access personal information we hold about you
- Request correction of inaccurate, outdated, or incomplete information.

Requests can be made by accessing your online learning platform or by contacting ELI. Requests are actioned within 2 business days where practicable.

12. Unsolicited Information

Any unsolicited personal or sensitive information received by ELI is managed in accordance with the Australian Privacy Principles and securely destroyed if not required.

13. Privacy Concerns and Complaints

If you have concerns about this Privacy Notice or how your personal information has been handled, you are encouraged to contact ELI directly.

ELI will endeavour to deal with your concern as a priority. If your concern cannot be resolved initially, we will request you to complete a Complaints and Appeals Form and follow the Stakeholders Feedback, Complaints and Appeals Policy.

If you are unhappy with the outcome, you can refer your complaint to the Office of the Australian Information Commissioner (OAIC) under the Privacy Act 1988.

Evolve Learning Institute

RTO Code: 46493

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