

# Privacy Policy

*S2C Training is a registered business name of Served to Cert Pty Ltd (ABN 85 634 533 903), a Registered Training Organisation (RTO ID 45605).*

Last updated: 11 June 2026

## 1. Introduction and our commitment (APP 1 - open and transparent management)

**1.1** Served to Cert Pty Ltd, trading as S2C Training (“S2C Training”, “we”, “us”, “our”), is committed to protecting your privacy and handling your personal information openly and transparently.

**1.2** We are bound by the Privacy Act 1988 (Cth) (“Privacy Act”) and the Australian Privacy Principles (“APPs”). As an RTO, we also collect and disclose certain information because we are required or authorised to do so under the national VET laws and the Standards for RTOs.

**1.3** This Privacy Policy explains what personal information we collect, how we use and disclose it, how we store and protect it, and how you can access, correct or complain about how we handle it. It applies to information collected through [www.s2c.edu.au](http://www.s2c.edu.au), through our enrolment and training services, and through our marketing activities.

**1.4** “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 a material form or not.

## 2. Anonymity and pseudonymity (APP 2)

**2.1** Where it is lawful and practicable, you may deal with us anonymously or using a pseudonym - for example, when making a general enquiry. However, we usually cannot provide training services, process an enrolment, or meet our regulatory obligations unless you identify yourself, because we are required to collect identifying information for those purposes.

### 3. What personal information we collect (APP 3 - collection of solicited information)

**3.1** The personal information we collect depends on your relationship with us. It may include:

- **Identity and contact details:** name, date of birth, address, email, phone number, and emergency contact details.
- **Education and training (AVETMISS) information:** the personal details required for enrolment, your Unique Student Identifier (USI), prior education and study records, copies of transcripts and qualifications provided for credit transfer or recognition, language/literacy/numeracy and eligibility information, and assessment and certification records. We collect this information because it is a regulatory requirement of delivering nationally recognised training, and it is used for reporting to, and by, state and national governing bodies.
- **Identification documents:** copies of identity documents where applicable (for example, to confirm identity or support a USI or credit-transfer request).
- **Sensitive information:** in some cases we may collect sensitive information (such as disability, health, or cultural-background indicators that form part of AVETMISS reporting, or information needed to provide support) - generally only with your consent or where required or authorised by law.
- **Fee and payment-related information:** information needed to administer fees, invoices and refunds. We do not collect or store your full card or bank details on our own systems - card payments are handled by Stripe (see clause 5).
- **Website and technical information:** information collected automatically when you use the Website, such as IP address, device and browser type, pages viewed, and information collected via cookies and similar technologies (see clause 8).
- **Marketing information:** your communication preferences and how you interact with our emails, SMS and advertising.

**3.2 How we collect it.** We collect personal information directly from you (for example, when you enquire, enrol, or contact us) and sometimes from third parties (for example, employers, or schools and previous training providers in connection with credit transfer) where you have agreed or where the law allows.

**3.3** We only collect personal information that is reasonably necessary for our functions and activities as an RTO and as a business.

## 4. How we use your personal information (APP 6 - use and disclosure)

### 4.1 We use your personal information to:

- respond to your enquiries and provide information about Courses;
- process enrolments and deliver training and assessment services;
- issue qualifications, statements of attainment and records of results;
- administer fees, invoices, payments and refunds;
- provide student support and manage our relationship with you;
- meet our compliance, reporting and record-keeping obligations as an RTO;
- conduct quality assurance, surveys and improvement activities;
- send you marketing communications where you have consented (see clause 7); and
- protect our legal interests and comply with the law.

**4.2** We will only use your personal information for the purpose we collected it, for a directly related purpose you would reasonably expect, or where you have consented or the law otherwise permits.

## 5. Who we disclose your information to (APP 6, and APP 8 - cross-border disclosure)

**5.1 Government and regulatory bodies.** As an RTO, we are required or authorised to disclose certain student and training information to government and regulatory bodies, including:

- **the Australian Skills Quality Authority (ASQA)** - the national VET regulator, for compliance, audit and registration purposes;
- **the National Centre for Vocational Education Research (NCVER)** - to which we provide AVETMISS data; NCVER collects and uses VET data for statistical, research and reporting purposes and may use it to contact students for official student-experience surveys;
- **the Student Identifier Registrar** - in connection with your Unique Student Identifier (USI); and
- **other government departments, agencies or regulators** - where we are required or authorised by law to disclose information.

These disclosures are made as required or authorised under the national VET laws and the Standards for RTOs. As a fee-for-service provider, S2C Training does not report student data to a state or territory training authority for the purpose of subsidy funding.

## **A NCVER and USI privacy notice**

Because we are a Registered Training Organisation, the following notice applies to the personal information we collect for nationally recognised training:

**(a)** Under the Data Provision Requirements 2012 (and any equivalent requirements), we are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

**(b)** Your personal information (including the information on your enrolment form) may be used or disclosed by S2C Training for statistical, regulatory and research purposes. We may disclose your personal information for these purposes to Commonwealth and state or territory government departments and authorised agencies, and to NCVER.

**(c)** Personal information disclosed to NCVER may be used or disclosed by NCVER for purposes including: populating authenticated VET transcripts; facilitating statistics and research relating to education, including surveys and data linkage; pre-populating RTO student enrolment forms; understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

**(d)** You may receive a student survey that may be conducted by a government department, or by an NCVER employee, agent, third-party contractor or other authorised agency. You may opt out of the survey at the time of being contacted.

**(e)** NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website). For more information, see NCVER's privacy policy at

- [ncver.edu.au/privacy](https://ncver.edu.au/privacy) (NCVER privacy policy), and the DEWR VET Privacy Notice at [dewr.gov.au/national-vet-data/vet-privacy-notice](https://dewr.gov.au/national-vet-data/vet-privacy-notice).

**(f) Unique Student Identifier (USI).** We are required to verify and report your USI. We cannot issue you a qualification or statement of attainment without it. Your USI is handled in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Registrar's privacy policy (available at [usi.gov.au](https://usi.gov.au)).

**5.2 Service providers (processors).** We share personal information with third parties who provide services to us, under arrangements requiring them to protect your information and use it only for the services they provide. These

include:

- **aXcelerate** - our student management system, used to manage enrolments, training records, student support and fee administration. aXcelerate stores personal data in Australia on Amazon Web Services (AWS) infrastructure. You can read how aXcelerate handles personal information in its privacy policy at [axcelerate.com.au/privacy-policy](https://axcelerate.com.au/privacy-policy).
- **Stripe** - our payment gateway, used to process Course fee payments. Stripe handles your payment information under its own privacy policy at [stripe.com/privacy](https://stripe.com/privacy).
- **Xero** - our accounting system (integrated with aXcelerate), used to record payments and reconcile fees and refunds. Financial records containing your information are managed in Xero under its own privacy notice, available at [xero.com/au/legal/privacy](https://xero.com/au/legal/privacy). Xero may store or process personal data in Australia and in other countries (see clause 5.4).
- **Integ Advisory** - our Australia-based outsourced Virtual CFO service, which oversees and reconciles our financial records. Integ Advisory works with our financial records in Xero and does not separately collect or hold a separate store of your personal information.
- **Mailchimp** - used to send our email newsletters (EDMs) and SMS marketing campaigns; it processes the contact details and engagement data needed to deliver and measure those campaigns.

*The aXcelerate and Stripe privacy-policy URLs above were confirmed as current at the date of drafting. Re-check them at publication and at each policy review, as providers may relocate or update their policies.*

**5.3 Advertising and analytics platforms.** We use Google and Meta (Facebook and Instagram) for advertising, remarketing and analytics. When you use the Website, these platforms may receive information (such as identifiers and activity data) through cookies and similar technologies, which they handle under their own privacy policies. See clause 8.

**5.4 Overseas disclosure (APP 8).** Some of our service providers, or their sub-processors, may store or process personal information outside Australia.

- aXcelerate stores personal data in Australia on AWS infrastructure.
- Xero may transfer and process personal data in countries other than Australia - including New Zealand and the United States — according to its privacy notice ([xero.com/au/legal/privacy](https://xero.com/au/legal/privacy)).
- Stripe is a global payment provider and may process personal data outside Australia; its handling is described in its privacy policy ([stripe.com/privacy](https://stripe.com/privacy)).

- Mailchimp (operated by Intuit) is likely to store or process personal information overseas, including in the United States.
- Google and Meta are global providers and may process information overseas, including in the United States.
- Where we disclose personal information overseas, we take reasonable steps to ensure the recipient handles it consistently with the APPs. For the current list of countries and the specific safeguards each provider applies, please refer to that provider's own privacy policy linked above.

**5.5 Other disclosures.** We may also disclose personal information where you consent, where required or authorised by law, to protect someone's safety, or in connection with the sale or restructure of our business (subject to appropriate protections).

**5.6** We do not sell your personal information.

## 6. Data quality (APP 10)

**6.1** We take reasonable steps to ensure the personal information we collect, use and disclose is accurate, up to date, complete and relevant. Please tell us if your details change so we can keep our records correct.

## 7. Marketing and your choices (APP 7 - direct marketing)

**7.1** Where you have consented, we may send you marketing communications about our Courses, services, offers and events by email and SMS, and we may show you advertising through Google and Meta. We use Mailchimp to deliver email (EDM) and SMS campaigns.

**7.2** We handle direct marketing consistently with APP 7, the Spam Act 2003 (Cth) and, where applicable, the Do Not Call Register Act 2006 (Cth).

**7.3 You can opt out at any time by:**

- clicking "unsubscribe" in any marketing email;
- replying STOP (or as instructed) to any marketing SMS;
- adjusting ad and privacy settings on Google and Meta; or
- contacting our Marketing Manager at [marketing@s2c.edu.au](mailto:marketing@s2c.edu.au).

**7.4** We action your request promptly. You may still receive non-marketing service messages necessary to administer your enrolment or meet our

obligations.

## 8. Cookies, the Website and third-party platforms

**8.1** Our Website uses cookies and similar technologies to make the site work, understand how it is used, and support our advertising (including through Google and Meta).

**8.2** You can control cookies through your browser settings, though disabling some cookies may affect how the Website works. Cookie information is provided within this Privacy Policy rather than in a separate cookie policy.

**8.3** Information collected by third-party platforms (such as Google and Meta) through these technologies is governed by their own privacy policies.

## 9. Security and storage (APP 11 - security of personal information)

**9.1** We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include access controls, staff awareness, and using reputable service providers.

**9.2** Student records are held in our student management system, aXcelerate, which stores personal data in Australia on AWS infrastructure. Financial records are held in Xero and reconciled by Integ Advisory.

**9.3** We retain personal information for as long as needed for the purposes described in this Policy and to meet our legal and RTO record-keeping obligations. Under the Compliance Standards 2025 (the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025), we are required to:

- retain records of all AQF certification documentation we issue to students for a period of 30 years, and keep those records accessible to the student or the Regulator on request; and
- retain records of students' assessment results (assessment records) for a period of 2 years.

In addition, our Fees, Payments and Refunds Policy provides for financial and refund records (including proposals, invoices, payment records and refund decisions) to be retained for 7 years. We retain other personal information for as

long as it is needed and then take reasonable steps to destroy or de-identify it.

**9.4** If a data breach occurs that is likely to result in serious harm, we will respond in accordance with the Notifiable Data Breaches scheme under the Privacy Act, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

## 10. Accessing and correcting your information (APP 12 and APP 13)

**10.1** You may request access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading.

**10.2** To make a request, contact us using the details in clause 12. We will respond within a reasonable period and may need to verify your identity. In limited circumstances we may decline access or correction as permitted by the Privacy Act, and if so we will explain why and how you can respond.

## 11. Complaints

**11.1** If you have a concern about how we have handled your personal information, please contact us first (see clause 12) so we can try to resolve it. We will acknowledge your complaint and respond within a reasonable time.

**11.2** If you are not satisfied with our response to a privacy complaint, you can complain to the Office of the Australian Information Commissioner (OAIC). The OAIC generally expects you to raise your complaint with us first and allow us a reasonable time (around 30 days) to respond. You can contact the OAIC:

- online via the privacy complaint form at [oaic.gov.au](https://www.oaic.gov.au/privacy-complaint-form);
- by phone on 1300 363 992 (from outside Australia, +61 2 9284 9749);
- by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au); or
- by post to GPO Box 5218, Sydney NSW 2001.

**11.3** For complaints about our VET services more broadly (rather than privacy specifically), separate external avenues apply — including the Australian Skills Quality Authority (ASQA) and, in Queensland, the Queensland Training Ombudsman and the Office of Fair Trading — as set out in our Complaints and Appeals Policy and the Website Terms and Conditions.

## 12. How to contact us

**For privacy enquiries, access or correction requests, or complaints:**

**S2C Training** (Served to Cert Pty Ltd, ABN 85 634 533 903, RTO ID 45605)

Attention: Student Support

2 Heslop Street, Woolloongabba QLD 4102

Phone: (07) 3555 7703

Email: [info@s2c.edu.au](mailto:info@s2c.edu.au)

Website: [www.s2c.edu.au](http://www.s2c.edu.au)

## 13. Changes to this Policy

**13.1** We may update this Privacy Policy from time to time. The current version will always be available on the Website, with the “Last updated” date shown above. Significant changes will be communicated where appropriate.

These documents were last updated on 11 June 2026. We may update them from time to time; the version published on this Website applies.