S2C TRAINING

RTO ID 45605

Privacy Policy

Last updated 22 October 2026

Served to Cert Pty Ltd (ABN 85 634 533 903), trading as S2C Training (RTO ID 45605) ("we", "us"), is committed to protecting your privacy. We are bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). As a registered training organisation (RTO), we also collect and share some information because the national VET laws and the Standards for RTOs require or allow it.

This policy explains what personal information we collect, how we use, share and protect it, and how you can access, correct or complain about it. It covers our website (www.s2c.edu.au), our enrolment and training services, and our marketing.

1. Staying anonymous

Where lawful and practical, you can deal with us anonymously or using a pseudonym, for example for a general enquiry. To enrol you, deliver training or meet our legal obligations, we usually need you to identify yourself.

2. What we collect

Type of information	Examples
Identity and contact details	Name, date of birth, address, email, phone and emergency contact
Education and training (AVETMISS) information	Details required for enrolment and national reporting, your Unique Student Identifier (USI), prior study, transcripts and qualifications for credit transfer or RPL, LLND information, and assessment and certification records
Identity documents	Copies of ID to confirm your identity or support a USI or credit transfer
Sensitive information	Disability, health or cultural background indicators used in national reporting, or information needed to support you. We collect it only with your consent or where the law requires or allows
Fee and payment information	What we need to manage fees, invoices and refunds. We do not hold your full card details: card payments and card refunds go through Stripe. If a refund is paid to a bank account, we may ask for your bank details, which are used only for that payment and are not stored
Website and technical information	IP address, device and browser type, pages viewed, and cookie data
Marketing information	Your communication preferences and how you interact with our emails, SMS and ads

We collect information mostly from you (when you enquire, enrol or contact us), and sometimes from others such as your employer or a previous training provider, where you agree or the law allows. We collect only what we reasonably need.

For an RPL enquiry (for example service records), we ask only for the documents and pages we need. If you do not enrol, we keep your enquiry and documents for 2 years after your enquiry closes or our last contact, then destroy them securely.

3. How we use it

We use your information to respond to enquiries; enrol you and deliver training and assessment; issue your certificates; manage fees and refunds; support you; meet our reporting and record-keeping obligations as an RTO; run surveys and improve our services; send marketing where you have agreed; and protect our legal interests. We use it only for the purpose we collected it, a related purpose you would expect, with your consent, or where the law allows.

4. Who we share it with

Government and regulators

As an RTO, we must or may share some information with the Australian Skills Quality Authority (ASQA), the National Centre for Vocational Education Research (NCVER), the Student Identifiers Registrar (for your USI) and other government bodies where the law requires or allows. As a fee-for-service provider, we do not report to a state training authority for funding.

> **NCVER and USI notice.** Under the Data Provision Requirements we must collect personal information about you and disclose it to NCVER. Your information (including from your enrolment form) may be used or disclosed by us for statistical, regulatory and research purposes, including to Commonwealth and state or territory government departments, authorised agencies and NCVER. NCVER may use it to populate authenticated VET transcripts, for statistics and research (including surveys and data linkage), to pre-fill enrolment forms, to understand the VET market, and to administer VET. You may be contacted for a student survey by a government department or by NCVER or its agents, and you can opt out when contacted. NCVER handles your information under the Privacy Act and the National VET Data Policy (see ncver.edu.au/privacy and the DEWR VET Privacy Notice at dewr.gov.au/national-vet-data/vet-privacy-notice).
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> We must verify and report your USI, and cannot issue your qualification or statement of attainment without it unless an exemption applies. Your USI is handled under the Student Identifiers Act 2014 (Cth) and the Student Identifiers Registrar's privacy policy (usi.gov.au).

Our service providers

We use systems and service providers that help us run our business. They may use your information only to provide their service to us and must protect it.

Provider	What it does	Where data is held
aXcelerate	Student management system: enrolments, training and assessment records, RPL evidence, support and fees	Australia (AWS)

Provider	What it does	Where data is held
RPL Assess	Software we used to collect and map RPL evidence before RPL moved to aXcelerate. We are retiring it and keep read-only access only to retrieve these records until the retention period ends	Australia
Microsoft 365 (SharePoint)	Document storage	Australia
RTOSafe	Compliance system: complaints, appeals, incidents and other records	Australia
Stripe	Payment gateway for fees and card refunds	May process overseas
Xero	Accounting system linked to aXcelerate	Australia and overseas, including New Zealand and the United States
Integ Advisory	Our Australian virtual CFO service, which reconciles our financial records and processes approved refunds	Australia
Airtable and Zapier	Enquiry management and workflows (Airtable also holds documents you send us before you enrol, and SMS opt-outs); automation between our systems	United States
Mailchimp	Email newsletters	United States
ClickSend	SMS messages, including SMS marketing, and SMS opt-outs	May be overseas, including the United States
Zoom Phone, Zoom and Google Meet	Our phone system and some live online sessions (including recordings used as assessment evidence). Microsoft Teams sessions are part of Microsoft 365	May be overseas, including the United States
Webflow	Hosts our website and the information you submit through it	May be overseas, including the United States

We also use other providers that support the day-to-day running of the business, such as IT support, only as needed. None of our providers delivers training or makes assessment decisions for us.

Some of our systems include artificial intelligence (AI) features, and we use approved AI tools in our work. We may use them to analyse or summarise information we hold, limited to what the task needs. We never put personal information into an AI tool that is not approved or that lets the provider train its models on it, and we remove personal details from sensitive documents (such as service, medical and identity records) before using AI with them. AI never makes assessment decisions.

Advertising platforms

We advertise through Google, Meta (Facebook and Instagram) and LinkedIn. When you use our website, these platforms may receive identifiers and activity data through cookies and similar technologies, under their own privacy policies.

Overseas

Some providers store or process information outside Australia, as shown above, mainly in the United States (and New Zealand for Xero). Google, Meta and LinkedIn may also process information overseas. We choose reputable providers whose terms require them to protect personal information, and we check where a new provider will hold information before we start using it. Each provider's own privacy policy lists its countries and safeguards.

Other sharing

We may also share information with your consent, where the law requires or allows, to protect someone's safety, or if our business is sold or restructured (with protections in place). **We do not sell your personal information.**

5. Keeping it accurate

We take reasonable steps to keep your information accurate, up to date and complete. Please tell us when your details change.

6. Marketing

With your consent, we may send you marketing about our courses, services and events by email (through Mailchimp) and SMS (through ClickSend), and show you ads on Google, Meta and LinkedIn. You can opt out at any time by clicking "unsubscribe" in an email, replying STOP to an SMS, changing your ad settings on those platforms, or emailing info@s2c.edu.au. We action opt-outs promptly and follow the Spam Act 2003 (Cth) and, where applicable, the Do Not Call Register Act 2006 (Cth). You may still receive service messages about your enrolment.

7. Cookies

Our website uses cookies to work properly, to understand how it is used, and to support our advertising. You can control cookies in your browser settings, although turning some off may affect how the site works.

8. Security and how long we keep it

We protect your information with access controls (including two-factor authentication on the student portal), restricted access to records that hold personal information, staff awareness and reputable providers.

Record	How long we keep it
Certificates we issue (and the data to reissue them)	30 years
Your student records, including assessment and RPL evidence	7 years from the date you enrol, and never less than 2 years after you complete your course
Financial and refund records	7 years after the transaction

Record	How long we keep it
Complaints and appeals	7 years after the matter is closed
Enquiries and documents of people who do not enrol	2 years after the enquiry closes or our last contact, then securely destroyed

We keep opt-out records so we can keep honouring them. Other information is kept only as long as needed, then destroyed or de-identified.

If a data breach is likely to cause serious harm, we will respond under the Notifiable Data Breaches scheme, including telling the people affected and the Office of the Australian Information Commissioner (OAIC) where required.

9. Accessing and correcting your information

You can ask to see the personal information we hold about you and ask us to correct it if it is wrong, out of date, incomplete, irrelevant or misleading. Contact us (section 11). We respond within a reasonable time and may need to confirm your identity. If we cannot give access or make a correction, we will explain why and how you can respond.

10. Complaints

If you are concerned about how we have handled your personal information, contact us first so we can try to fix it. We acknowledge your complaint in writing within 2 business days. Most complaints are resolved within 7 business days, and if it will take more than 60 calendar days we tell you why and update you at least every 20 business days.

If you are not satisfied, you can complain to the OAIC, usually after giving us about 30 days to respond: oaic.gov.au, 1300 363 992, enquiries@oaic.gov.au, or GPO Box 5218, Sydney NSW 2001. Other complaints about our training can go to the bodies listed in **Complaints and Appeals**.

11. Contact us

Privacy Officer (General Manager), S2C Training, 2 Heaslop Street, Woolloongabba QLD 4102 · (07) 3555 7703 · info@s2c.edu.au · www.s2c.edu.au

12. Changes to this policy

We may update this policy. The current version is always in the Student Hub on our website, showing the date it was last updated.

More information

Contact us: info@s2c.edu.au · (07) 3555 7703 · 2 Heaslop Street, Woolloongabba QLD 4102 · www.s2c.edu.au

S2C Training is a trading name of Served to Cert Pty Ltd, ABN 85 634 533 903, RTO ID 45605.