

SNS-07-POL-001 Privacy Policy V3.1

[Standards for Registered Training Organisations \(RTOs\) 2025](#)

- *Outcome Standards – Quality Area 2 (VET Student Support)*
- *Outcome Standards – Quality Area 4 (Governance and Accountability)*
- *Compliance Requirements – Information, Transparency, and Data Protection*

PURPOSE

SNS College of Western Australia Pty Ltd (“SNS College”) is committed to protecting the privacy of personal information collected, used, and stored in the course of delivering education and training services.

This Privacy Policy outlines how SNS College manages personal information in accordance with:

- the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*;
- the *Student Identifiers Act 2014*;
- the *Data Provision Requirements 2012*; and
- the Standards for Registered Training Organisations (RTOs) 2025, including the Outcome Standards and Compliance Requirements.

This policy is publicly available on the SNS College website.

Scope

This policy applies to prospective learners, enrolled students, graduates, staff, contractors, third parties, employers, industry representatives, and any other individuals whose personal information is collected, used, disclosed, or held by SNS College.

Privacy Principles

SNS College manages personal information in a manner that is lawful, fair, transparent, and secure. In doing so, SNS College:

1. collects only personal information necessary to carry out its functions as a Registered Training Organisation (RTO);
2. informs individuals, at or before the time of collection, how their information will be used and disclosed;
3. uses and discloses personal information only for legitimate training, assessment, administrative, or regulatory purposes;
4. does not disclose personal information for direct marketing without consent;
5. provides individuals with access to, and the ability to correct, their personal information; and
6. takes reasonable steps to protect personal information from misuse, loss, unauthorised access, or disclosure.

Information We Collect

Website and Enquiries

SNS College may collect limited personal information through website forms or enquiries, such as:

- name
- email address
- contact number

Individuals may opt in to receive communications and can unsubscribe at any time.

Training and Assessment

To deliver training and assessment services, SNS College may collect personal information including:

- name, date of birth, contact details and address;
- gender and language background (where disclosed);
- education, employment and study history;
- support needs or disability information (where disclosed); and
- Unique Student Identifier (USI).
- assessment evidence, training participation records, attendance records, and certification information;

This information is collected for training delivery, student support, certification, and regulatory reporting purposes.

Unique Student Identifier (USI)

SNS College requires learners undertaking nationally recognised training to provide a **verified USI** before certification documentation can be issued.

Where SNS College applies for a USI on behalf of a learner, written consent is obtained. Any information collected solely for the purpose of a USI application is securely destroyed once no longer required.

Where an approved exemption applies, learners are informed that their results will not appear on an authenticated VET transcript.

Unsolicited Information

If SNS College receives personal information that it could not lawfully have collected, the information will be destroyed or de-identified as soon as practicable, unless retention is required by law.

Use and Disclosure of Information

SNS College uses and discloses personal information only where reasonably necessary to:

- manage enrolments and student records;
- deliver training and assessment;
- provide learner support services;
- issue AQF certification documentation;
- report to relevant Commonwealth and State regulators, government agencies, funding bodies, licensing authorities, and authorised organisations as required by law.
- meet legal, audit, and compliance obligations.

SNS College does not use or disclose personal information for direct marketing unless the individual has provided consent and can readily opt out.

Overseas Disclosure

Where personal information is disclosed to an overseas recipient, SNS College will:

- inform the individual of the recipient's location;
- take reasonable steps to ensure the recipient complies with equivalent privacy protections; and
- disclose information only where consent is provided or disclosure is required by law.

Data Security and Quality

SNS College takes reasonable steps to ensure that personal information is:

- accurate, complete, and up to date;

- protected against unauthorised access, loss, misuse, or disclosure; and
- stored in secure systems with controlled staff access.
- protected through role-based access controls and secure electronic systems where applicable.

Staff and learners are encouraged to notify SNS College of any changes to personal details.

Access and Correction

Individuals may request access to, or correction of, their personal information by contacting Student Administration.

- Identity verification is required prior to release.
- Requests are processed within **10 business days**, where practicable.
- Access and correction requests are provided free of charge.

Where a request is refused, written reasons and information about how to lodge a complaint will be provided.

Records Retention

SNS College retains student records and AQF certification issuance records in accordance with applicable legislation, regulatory requirements, and records retention schedules, including retention of certification issuance information for a minimum of 30 years.

Where SNS College ceases operations as an RTO, records will be transferred to an authorised custodian in accordance with regulatory directions.

Data Breaches

- SNS College manages suspected or confirmed data breaches in accordance with its Records Management and Information Security processes and maintains a Data Breach Register.
- Where required, affected individuals and relevant authorities will be notified.
- Where a data breach is likely to result in serious harm, SNS College will comply with the Notifiable Data Breaches scheme, including notification to affected individuals and the Office of the Australian Information Commissioner (OAIC), as required.

Privacy Complaints

Concerns or complaints about privacy practices may be raised in writing to:

Compliance Manager

SNS College of Western Australia

Email: info@snscollege.com.au

All privacy complaints are acknowledged and managed in accordance with the **Complaints and Appeals Policy**.

If a complainant is not satisfied with the outcome, they may escalate the matter to the Office of the Australian Information Commissioner (OAIC).

Monitoring and Review

- The Compliance Manager is responsible for monitoring compliance with this policy.
- This policy is reviewed at least annually, or earlier if required by legislative or regulatory change, feedback, or identified risk.
- Any approved updates are published on the SNS College website.

Related Documents

- Student Handbook
- Enrolment Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Records Management Policy
- Records Management Procedure
- SMS-LMS Use Procedure
- Data Breach Register

Version Control

Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
10/02/2025	Document creation	360RTO Solutions	v. 1.0	15/09/2025	15/09/2026
1/11/2025	Added explicit consent clauses, privacy review cycle, website update requirement. Public-facing rewrite to align with APPs and policy suite	SNS	V2.0	1/11/2025	1/11/2026
25/01/2026	Updated to include 2025 Standards	SNS	V3.0	25/01/2026	25/01/2027
19/06/2026	Updated scope, information collection categories, disclosure provisions, records retention wording, related documents and governance references following Standards 2025 governance review.	SNS	V3.1	19/06/2026	19/06/2027

RTO INFORMATION

Document Name	SNS-07-POL-001 Privacy Policy V3.1
RTO/Company Name	SNS College of Western Australia Pty Ltd
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