

## 1. Purpose

To ensure Mars Institute maintains the privacy of personal information provided to Mars Institute from Staff and Students.

## 2. Scope

This document describes Mars Institute Privacy Policy. The Commonwealth Privacy Act 1988 requires companies to comply with the National Privacy Principles. Mars Institute is committed to the Australian Privacy Legislation in the way it collects, uses, secures, and discloses personal information.

## 3. Definitions

1) We lawfully collect personal information that is necessary for our business to function. The information we collect, and hold will depend upon the products and services requested and may include but not limited to:

- a) Your name
- b) Date of birth
- c) Address
- d) Contact details

2) Mars Institute use the information collected for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, Mars Institute will only use and disclose your personal information:

- a) To establish and maintain your relationship as a customer of Mars Institute
- b) To provide the products and services you have requested from Mars Institute
- c) To administer and manage those products and services

3) Disclosure of information under sharing provisions contained in the NVR Act, the ESOS Act and provisions of the Privacy Act, MARS may provide personal information to:

- a) state and territory governments and other Australian Government authorities
- b) ministers
- c) occupational licensing bodies
- d) overseas authorities
- e) other relevant parties.

MARS will inform the student of which department has requested the information and what information will be shared.

4) Mars Institute will have on display the following policy statement for Students Candidates. 'We will not disclose any information that we gather about our staff or Students to any third party. We use the information collected only for the services we provide. No staff or client.

Information is shared with another organisation. If staff or client information is required by a third party, we will obtain written consent from the relevant staff or client prior to release of any information'

Mars Institute will provide authenticating of SOA, EOA and certificates to external third parties upon request. We will not disclose any additional information without the students written consent.

Should staff or Students seek access to their information we have a documented procedure requiring authorisation before this can occur'.

5) Where payment arrangements are not maintained, MARS has the right to disclose defaulting student's information to a third-party credit reporting agencies and debt collectors to collect outstanding amounts. These reported defaults will normally affect a student's credit history and credit score.

6) MARS requires all students to complete a direct debit form with every Letter of Offer, Student Agreement and Acceptance of Offer Form. The information provided on this form will be disclosed to the third-party direct debit agency.

7) Access to client/candidate personal information is available on application through the Training Manager of Mars Institute. Access to personal information will be controlled at all times.

8) Access to personal information must be request by submitting and having approved, an Access Authorisation Form.



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9) A person requesting the information will be accompanied for the entire time they are in possession of their personal information by the Training manager of Mars Institute.

10) MARS will provide all students with the following privacy notice within the student agreement:

11) MARS will not use photos or videos of any student or staff member on the MARS website or social media platform until a MARS photo and video consent form has been signed.

12) MARS will not publish any photos or videos of ex staff members after their employment has ended.

13) MARS will not remove any photos or videos on the MARS website or social media platforms of staff members during their employment duration once a consent form has been signed.

Why we collect your personal information:

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. The consequences for the individual if the personal information is not collected is that they will not be able to enrol as a student.

How we use your personal information:

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information:

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information:

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information 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:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys



## Privacy Policy

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information:

At any time, you may contact MARS to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

14) Please contact [info@orange.edu.au](mailto:info@orange.edu.au) and our Training Manager will handle the enquiry.

15) More Information:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National Code/nationalcodepartd/Documents/suggested%20wording.pdf>