PRIVACY POLICY AND PROCEDURE

PURPOSE

This policy explains how Evolve College Pty Ltd (RTO 41035) ("**Evolve College**", "**we**") collects, holds, uses and discloses personal information, how you can access and correct it, and how to make a complaint, in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). If you have any questions about how your personal information is handled, contact us at evolve@evolvecollege.com or on 1300 880 885.

1. WHO THIS POLICY APPLIES TO

This policy applies to the personal information of current, prospective and former students; massage clinic clients; visitors to our website; and job applicants, staff and contractors of Evolve College.

2. DEFINITIONS

a) (**Personal information**) means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable.

b) (**Sensitive information**) is a subset of personal information that includes **health information** (including disability and learning needs), racial or ethnic origin, political opinions or membership of a political organisation, religious beliefs or affiliations, membership of a professional or trade association, sexual orientation or practices, criminal record, and genetic and biometric information. Sensitive information receives extra protection under the APPs.

3. WHAT WE COLLECT AND HOW

a) (**Students**) When you enquire about or enrol in a course, we collect information such as your name, contact details, date of birth, gender, Unique Student Identifier (USI), identification, citizenship or visa status, education and employment history, language, literacy and numeracy results, payment details, and any disability or learning needs you tell us about. During your studies we collect records of your attendance, assessments, results, communications, requests and complaints.

b) (**Sensitive information**) We only collect sensitive information (such as health information) with your consent, or where the law requires or allows it.

c) (**How we collect**) We collect information directly from you wherever possible – through enrolment and other forms, interviews, the EvolveHub, email, phone, online meetings, surveys and our website. Sometimes we collect information from others, such as an employer, another RTO, a government agency or a person you have authorised, or in an emergency (for example, if you become ill and cannot give us important information yourself).

d) (**Information about others**) If you give us information about another person, please tell them you have done so and that they can read this policy.

e) (**Anonymity**) You can give feedback or complete surveys anonymously, but we need to identify you to enrol you or deal with most requests.

4. IDENTIFICATION DOCUMENTS

a) As part of enrolment you will be asked to provide identification (ID). At our discretion this may be a photograph or certified copy, or live sighting of your ID by authorised staff in an online meeting. A copy of your ID is kept on file.

b) We keep your ID to verify your identity for legal and regulatory requirements; deliver our services to you; make sure that anyone attending class (on campus or online) is you; issue qualification certificates, Records of Results and Statements of Attainment to the right person; respond to requests from the Australian Skills Quality Authority (ASQA) or other government agencies; and for any other purpose required by law.

5. MASSAGE CLINIC CLIENTS

When you receive a treatment from an Evolve College student, the student collects your contact details and health information on a client record, under the supervision of a Trainer/Assessor. Client records are held securely by Evolve College and used only to provide and supervise your treatment and to assess the student. You can ask to see your client record (section 13).

6. HOW WE USE PERSONAL INFORMATION

a) We only collect information that is reasonably necessary for our functions as an RTO and use it for the purpose for which it was collected, or a related purpose you would reasonably expect.

b) For students, this includes: enrolling you and delivering your course; contacting you about your studies; answering enquiries and resolving complaints; telling you about courses or services; meeting legal and regulatory requirements; administration; keeping your employer informed of your progress (where relevant and agreed); our duty of care; operating and improving our website; and preventing fraud.

c) For job applicants, staff and contractors, this includes meeting legal and insurance requirements, administering employment or engagement, and our duty of care.

d) Credit card details are used only to process payments and prevent fraud, and are not kept by us.

7. WHO WE SHARE PERSONAL INFORMATION WITH

a) (**We never sell your information**) We do not sell, rent or lease personal information.

b) (**Disclosures required by law**) As an RTO and approved VET Student Loans provider, we must disclose certain student information to:

   i. the National Centre for Vocational Education Research (NCVER), as AVETMISS data, for national VET statistics and research;

   ii. the Student Identifiers Registrar, to verify your USI and add your results to your authenticated VET transcript;

   iii. ASQA, the national VET regulator, including for audits and on request;

   iv. for VET Student Loan students, the Department of Employment and Workplace Relations (through the TCSI reporting system) and the Tuition Protection Service;

   v. for government-funded students, the relevant state training authority (for example, Jobs and Skills WA); and

   vi. courts, police and other bodies where the law requires it.

c) (**With your consent**) We may disclose information to anyone you authorise, such as a solicitor, accountant, employer, referee, financial institution or person acting under a power of attorney.

d) (**Service providers**) We use service providers (such as our student management, learning, email, video-meeting and payment systems) who handle information for us under confidentiality obligations.

e) (**Privacy notices**) More detail about the information collected at enrolment and how government agencies use it is in our *Privacy Notice for Data Collection* and the *Department VET Privacy Notice*, at www.evolvecollege.com/policies.

8. OVERSEAS DISCLOSURE

Some of our service providers (for example, cloud-based email, video-meeting, learning or payment platforms) may store or process personal information outside Australia. Where this happens, we take reasonable steps to ensure the information is protected in line with the APPs. You can contact us to ask where your information is held.

9. OUR WEBSITE

a) (**Log files**) Like most websites, Evolve College's website uses log files. These record information such as internet protocol (IP) address, browser type, internet service provider, date and time, pages visited and referring/exit pages. This information is not linked to anything that personally identifies you and is used to analyse trends, administer the website and understand how visitors use it.

b) (**Cookies**) Evolve College's website uses cookies to store information such as visitors' preferences and the pages they visited, so we can improve the website. You can set your browser to refuse cookies, but some parts of the website may not work properly.

10. MARKETING

If you subscribe to our newsletter or updates, we will send you information about our courses and services. Every message includes an unsubscribe link, and you can opt out at any time by using that link or contacting us.

11. STORAGE, SECURITY AND RETENTION

a) (**Security**) We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Information is stored on our encrypted server and in our password-protected student management system, and only authorised staff can access it. Information sent to us by email is encrypted by our email system.

b) (**Retention**) We keep personal information only as long as needed to provide our services and meet legal requirements. We keep your ID for 6 years from your graduation. We are required to keep records of your identity, study completed and certification issued for up to 30 years. Other records are kept for the periods required by law, regulation or the Standards for RTOs.

c) (**Destruction**) When we no longer need personal information for any purpose, we take reasonable steps to securely destroy or de-identify it, including back-ups and deleted copies.

12. DATA BREACHES

If a data breach is likely to result in serious harm to anyone whose information is involved, we will notify those individuals and the Office of the Australian Information Commissioner (OAIC), as required by the Notifiable Data Breaches scheme, and tell them what they can do to protect themselves.

13. ACCESS AND CORRECTION

a) (**Request**) Anyone can ask to access, or correct, the personal information we hold about them, using the *Student Records Access Request Form* at www.evolvecollege.com/policies or by contacting us.

b) (**No fee**) There is no fee to make a request. Fees for replacement certificates, Records of Results or Statements of Attainment are in the *Administration and Additional Fee Schedule*.

c) (**Identity**) We will verify your identity before giving access or making a change, and may ask for documents to do so.

d) (**Timing**) We usually deal with straightforward requests within a week, and will respond to all requests within 30 days.

e) (**When access may be refused**) We may refuse access where the APPs allow, for example where giving access would unreasonably affect someone else's privacy; the request is frivolous or vexatious; giving access would be unlawful or prejudice legal proceedings, negotiations or enforcement activity; it would pose a serious threat to anyone's life, health or safety; or it would reveal commercially sensitive decision-making.

f) (**Refusals**) If we refuse to give access or make a correction, we will tell you why in writing and how you can complain. If we do not correct information, you can ask us to attach a statement to it.

g) (**Keeping your details up to date**) Please tell us promptly if your personal details change.

14. QUESTIONS AND COMPLAINTS

a) If you have a question or concern about how we have handled your personal information, contact us at evolve@evolvecollege.com or on 1300 880 885. We will try to resolve it quickly.

b) You can make a formal complaint using the *Complaints & Appeal Form* at www.evolvecollege.com/policies. It will be handled under the *Complaints and Appeals Policy and Procedure*, and we will respond in writing.

c) If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or on 1300 363 992.

Version V26.02. Approved November 2026. Next review: November 2027. Replaces v24.03.
Related documents: Privacy Notice for Data Collection, Department VET Privacy Notice, Student Records Access Request Form, Complaints and Appeals Policy and Procedure, Complaints & Appeal Form.