
1. PURPOSE:

We are devoted to preserving your privacy and take it very seriously. This privacy policy outlines how we use, keep, and handle the personal data we obtain from students, faculty, and staff using the services provided by the college.

2. SCOPE:

INFORMATION WE COLLECT:

We may collect personal information belonging to the following categories:

- **Students** – personal information such as names, addresses, email addresses, phone numbers, date of birth, and educational information, including transcripts, grades, and other personal credentials.
- **Faculty and Staff** – personal information such as names, addresses, email addresses, phone numbers, job titles, and other employment-related information.
- **Visitors to our website** – IP addresses, the type of device used to access the site, and the pages visited.

3. METHODOLOGY:

HOW WE COLLECT INFORMATION

We collect information through:

- Forms filled in by students, faculty, and staff.
- Through the college's website.
- Phone and email conversations.

HOW WE USE YOUR INFORMATION

We only use your personal information for the following purposes:

- To provide you with educational services.
- To communicate with you about college-related issues such as events, job vacancies, and other notifications from the College.
- For academic purposes such as maintaining records, planning schedules, and processing grades.
- To respond to inquiries or complaints.
- To provide alumni services.

4. STORAGE:

HOW WE STORE YOUR INFORMATION

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We securely store personal information in the following ways:

- **Physically** - In secure filing cabinets with limited access.
- **Electronically** - On secure servers with multi-factor authentication and regular backups.

We do not keep personal information for longer than necessary. The college retains personal data in accordance with its records retention and destruction policy.

5. SHARING:

Under the Data Provision Requirements 2012, Pioneer College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

HOW WE SHARE YOUR INFORMATION

We may share your personal information with external parties such as:

- **Governmental entities** – In emergency situations, we may be legally required to share personal information with governmental entities.
- **Service providers** – We use third-party service providers to provide some of our educational services. These service providers must comply with our privacy policy.
- **Accrediting bodies** – We may be required to provide certain personal information to accrediting bodies.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- 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.
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

- 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

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(including those published on NCVER's website at www.ncver.edu.au).

- For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

6. YOUR RIGHTS:

YOUR CHOICES AND RIGHTS

Students, faculty, and staff have the following rights regarding their personal information:

- The right to access the personal information we hold about you.
- The right to request that we correct any inaccurate information.
- The right to request that we erase personal information about you.
- The right to object to our processing of your personal information.

7. DATA SECURITY:

We take security seriously and make every effort to protect your personal information. Here are some of the security measures we take:

- All personal information is kept on secure servers with multi-factor authentication.
- We conduct regular vulnerability assessments and penetration testing.
- Staff and faculty are trained in data protection principles.

8. CHANGES TO PRIVACY POLICY:

This Privacy Policy is subject to change. We will notify you of any changes to this policy via email or our college website.

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