

Purpose

This policy will set out how Gateway Training Academy manages your personal and sensitive information, the circumstances where we may disclose your information, and how you may gain access, request correction or make a privacy complaint. The purpose of this policy is to ensure that effective administrative records management procedures are in place to constitute integrity, accuracy and the currency of the information.

Applicable Legislation/Contracts/References

This Privacy Policy is Gateway Training Academy's statement of intent to operate within the following Australian privacy laws and legislations:

- [Freedom of Information Act 1982 \(Cth\)](#)
- [Privacy Act 1988 \(Cth\)](#)
- [Privacy Amendment \(Notifiable Data Breaches\) Act 2017 \(Cth\)](#)
- [Privacy and Personal Information Protection Act 1998 \(NSW\)](#)
- [National Vocational Education and Training Regulator Act 2011 \(Cth\) \(NVETR Act\)](#)

Policy

In the course of its business as a Registered Training Organisation, Gateway Training Academy may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. Gateway Training Academy may also record various communications that students or potential students have with us. In collecting personal information Gateway Training Academy will comply with the privacy requirements of the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) and the information privacy principles set out in the Privacy Act 1988.

Collection and use of personal information

Gateway Training Academy will only collect personal information by fair and lawful means which is necessary for the functions of Gateway Training Academy and is committed to ensuring the confidentiality and security of the information provided to us. The personal information supplied by individuals to Gateway Training Academy will only be used to provide information about study opportunities, course administration, academic information and to maintain proper academic records. If an individual chooses not to give Gateway Training Academy certain information, then Gateway Training Academy may be unable to enrol the individual in a course or supply them with appropriate information.

How we disclose your personal information

Gateway Training Academy is 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. Details of the NCVER privacy policy can be found on their web site at www.ncver.edu.au. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority, including Australian Skills Quality Authority (ASQA). Disclosure of personal information to another individual/ third party without consent will only occur where required by law, and in order to lessen a serious threat to you or to public safety.

Accessing and seeking correction of personal records

Gateway Training Academy aims to ensure that effective administrative records management procedures are in place for students who wish to gain access to their personal information. Gateway Training Academy ensures that the access constitutes integrity, accuracy and the currency of the information being accessed.

Gateway Training Academy will facilitate access to records to a student on request. An individual may request copies of their personal records/information or for their personal information to be amended so that it is accurate. Requests to access or obtain a copy of personal information must be made in writing via email (info@gatewayacademy.edu.au) and a certified copy of a Photo ID must be included with the request. Students must specify what records they need access to, and access will only be provided to the student and only after identification has been confirmed. Where a third party requires access to a student's records, they must arrange for the student to complete a signed release of personal information form.

If a student considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Requests to access or obtain a copy of personal information must be made in writing via email (info@gatewayacademy.edu.au). Where a record is found to be inaccurate, a correction will be made.

Security of personal information

Gateway Training Academy will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete. Gateway Training Academy will securely store all records containing personal information and take all reasonable security measures to protect, personal information collected from unauthorised access, misuse, or disclosure.

Website and Learning Management System

Cookies

If you leave a comment on our site, you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year. If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser. When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed. If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Embedded content from other websites

Articles on this site may include embedded content (e.g., videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Who we share your data with

If you request a password reset, your IP address will be included in the reset email.

How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue. For users that register on our website (if any), we also store the personal information they provide in their user profiles. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

What rights you have over your data

If you have an account on this site or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Where we send your data

Visitor comments may be checked through an automated spam detection service.

Complaints about a privacy breach

If you have a complaint about Gateway Training Academy privacy practices, please follow our Complaints and Appeals Policy and Procedure available on our website. If you wish to make a complaint, please complete the Complaints and Appeals Form and submit it via email: info@gatewayacademy.edu.au.

All other concerns relating to the Privacy Act may be referred to the Office of the Australian Information Commissioner, an independent national regulator for privacy and freedom of information.

Contact information

At any time, you may contact Gateway Training Academy 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 the Privacy Notice
- ask a question about the Privacy Policy

Contact Gateway Training Academy

Phone: 1300 881 932

Email: info@gatewayacademy.edu.au