



Privacy, Personal Information and Data Protection Policy

1. Purpose

Athena Training Academy is committed to protecting the privacy and confidentiality of all personal information entrusted to us. As a Registered Training Organisation (RTO), we collect and manage personal information to support the delivery of quality training and assessment services, fulfil our regulatory obligations, and maintain accurate records of student participation and achievement.

We recognise that individuals have the right to understand how their information is collected, used, stored and disclosed. Athena Training Academy is committed to handling all personal information responsibly, ethically and in accordance with the Privacy Act 1988, the Australian Privacy Principles and all relevant vocational education and training legislation.

This policy outlines the way Athena Training Academy manages personal information throughout its business operations and demonstrates our commitment to maintaining the trust and confidence of our students, staff, employers and stakeholders.

2. Our Commitment to Privacy

Athena Training Academy understands that privacy is fundamental to building strong relationships with students and stakeholders. Every individual who provides personal information to Athena Training Academy can be confident that it will only be collected where necessary, used for legitimate business or training purposes and protected against unauthorised access or disclosure.

We are committed to ensuring that personal information remains accurate, secure and confidential and that all staff understand their responsibilities when handling sensitive information.

3. Collection of Personal Information

To provide training and assessment services, Athena Training Academy is required to collect personal information from students and, where relevant, employers, staff and contractors. The information collected allows us to establish a student's identity, confirm eligibility for enrolment, provide appropriate support services, conduct assessments, issue qualifications and Statements of Attainment, and meet our reporting obligations as a Registered Training Organisation.

The information we collect may include personal details such as a person's name, contact information, date of birth, demographic information, educational history, employment details, Unique Student Identifier (USI), and any information relevant to the provision of training and assessment services.

Where additional support is required, Athena Training Academy may also collect information relating to a student's disability, language, literacy and numeracy needs, or medical conditions that may affect their learning experience. This information is only collected where it is directly relevant to the services we provide and will only be used for the purpose for which it was collected.

Wherever possible, personal information is collected directly from the individual concerned. We will always seek to collect information through lawful and fair means and will explain why the information is required and how it will be used.

4. National VET Data Collection

As a Registered Training Organisation, Athena Training Academy is required by law to collect and report certain information about students undertaking nationally recognised training.

Information collected during enrolment is reported to the National Centre for Vocational Education Research (NCVER) as part of the National VET Data Collection. This reporting process enables governments, regulators and industry bodies to monitor and improve the quality and effectiveness of vocational education and training across Australia. Information may also be disclosed to State and Territory Training Authorities, the Australian Skills Quality Authority (ASQA), the Student Identifiers Registry and other organisations authorised by legislation to receive such information. [Privacy policy](#) , [VET Data Privacy Notice - Department of Employment and Workplace Relations, Australian Government](#)

Athena Training Academy only reports information that is required by law and takes considerable measures to ensure the accuracy of all information submitted.

5. How We Use Personal Information

The personal information collected by Athena Training Academy is used to support the delivery of training and assessment services and to meet our obligations as a Registered Training Organisation.

This includes processing enrolments, managing student records, confirming identity, conducting assessments, communicating with students, issuing qualifications and Statements of Attainment, providing student support services, processing payments, responding to enquiries and complying with legislative, regulatory and contractual requirements.

We may also use information to evaluate and improve the quality of our services, identify areas for continuous improvement and ensure students continue to receive a positive training experience.

Athena Training Academy does not use personal information for purposes unrelated to our operations without consent unless such use is authorised or required by law.

6. Disclosure of Personal Information

Athena Training Academy respects the confidentiality of personal information and does not sell, trade or provide personal information to external organisations for commercial purposes.

There are occasions, however, where information must be shared in order to fulfil legal obligations or provide services to students. This may include disclosure to government agencies, regulators, funding bodies, employers who have sponsored training, approved third-party service providers, learning management system providers, student management system providers and organisations involved in auditing or quality assurance processes.

Where external providers assist us in delivering services, Athena Training Academy takes considerable steps to ensure those providers maintain the same standards of confidentiality and privacy protection expected within our organisation.

7. Digital Systems and Information Security

Athena Training Academy operates in an increasingly digital environment and uses electronic systems to support enrolment, administration, learning and assessment activities.

Student information may be stored within secure student management systems, learning management systems, cloud-based platforms, communication systems and electronic record management systems. These systems enable us to efficiently provide training and support services whilst maintaining appropriate levels of security and accessibility.

We take information security seriously and employ a range of physical, administrative and technological safeguards to protect personal information from loss, misuse, unauthorised access, modification or disclosure. Access to personal information is restricted to authorised personnel who require access in order to perform their duties.

All staff are expected to maintain strict confidentiality and are responsible for ensuring the information they access is handled appropriately and securely.

8. Website Privacy and Marketing Communications

Athena Training Academy may collect information through its website, online enquiry forms, social media campaigns, enrolment portals, advertising platforms and other digital communication channels.

Information voluntarily provided through these channels allows us to respond to enquiries, provide course information, support enrolment processes and maintain communication with prospective and current students.

From time to time, individuals who request information about our services may receive marketing communications relating to training opportunities that may be of interest to them. Individuals may opt out of these communications at any time by following the unsubscribe instructions provided or by contacting Athena Training Academy directly.

We may also utilise website analytics, cookies and advertising technologies to better understand website usage and improve the effectiveness of our communication and marketing activities. Information collected through these technologies is used to improve the user experience and support business development activities.

9. Data Quality

Athena Training Academy recognises that accurate information is essential to the delivery of quality services. We therefore take considerable steps to ensure that the information we hold is accurate, current, complete and relevant.

Students and stakeholders are encouraged to notify us whenever their personal details change so that our records remain accurate and up to date.

10. Access to Personal Information

Athena Training Academy believes individuals should have the ability to access information held about them.

Individuals may request access to their personal information at any time by contacting Athena Training Academy in writing. Requests will be acknowledged promptly and processed within a reasonable timeframe. Before information is released, we may take reasonable steps to verify the identity of the individual making the request.

Where legislation permits us to refuse access, we will provide written reasons outlining the basis for our decision.

11. Correction of Personal Information

If an individual believes that information held by Athena Training Academy is inaccurate, incomplete or out of date, they may request that it be corrected.

We are committed to maintaining accurate records and will investigate all requests for correction as quickly as possible. Where appropriate, records will be amended and the individual advised once the changes have been completed.

12. Data Breaches

Despite the safeguards we have in place, Athena Training Academy acknowledges that privacy incidents can occur.

If an actual or suspected data breach is identified, we will take immediate action to investigate the matter, contain the risk and assess the potential impact on affected individuals. Where an eligible data breach occurs, Athena Training Academy will comply with its obligations under the Notifiable Data Breaches Scheme and notify affected individuals and relevant authorities where required.

Our objective is to minimise harm, maintain transparency and continually improve our information security practices.

13. Staff Responsibilities

Every member of the Athena Training Academy team plays an important role in protecting personal information.

Staff are required to maintain confidentiality at all times and to use personal information only for authorised business purposes. All staff receive guidance and training in privacy and information security practices and are expected to comply with all organisational policies and procedures relating to confidentiality, record management and data protection.

14. Privacy Complaints

Athena Training Academy takes privacy concerns seriously and encourages individuals to raise any concerns regarding the handling of personal information.

Complaints may be submitted in writing to the Operations Manager, who acts as the organisation's Privacy Officer. All complaints will be investigated fairly and impartially, and a written response will be provided outlining the outcome of the investigation and any actions taken.

If an individual is not satisfied with the outcome, they may refer the matter to the Office of the Australian Information Commissioner (OAIC) for independent review.

15. Review of this Policy

Athena Training Academy is committed to continuous improvement and recognises that privacy requirements continue to evolve. This policy will be reviewed annually, or sooner if changes to legislation, regulatory requirements or organisational practices require amendment.