

Privacy Policy

Approved by: Chief Operating Officer

Approval date: 14/07/2025

Acknowledgement of Country

In the spirit of reconciliation, TAFE NSW acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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Section 1. Introduction

This Privacy Policy applies to the Technical and Further Education Commission (ABN 89 755 348 137), being a statutory body established under the *Technical and Further Education Commission Act 1990* (NSW) (**TAFE NSW, we, us or our**).

TAFE NSW is committed to protecting the privacy of the people it deals with, including its staff, students, customers, suppliers and any other third parties (**You or Your**). TAFE NSW's primary privacy obligations are set out in the *Privacy and Personal Information Protection Act 1998* (NSW), the *Health Records and Information Privacy Act 2002* (NSW) and where applicable, the *Privacy Act 1988* (Cth) and other privacy and data protection legislation.

Section 2. Purpose

This Privacy Policy, including TAFE NSW's [Privacy Management Plan](#) which is made in accordance with the *Privacy and Personal Information Protection Act 1998* (NSW), sets out how TAFE NSW collects, stores, uses and discloses your personal information, and your rights in relation to that personal information. A copy of the Privacy Management Plan and other applicable privacy notices can be found at www.tafensw.edu.au/about/privacy.

Section 3. Scope

This policy applies to all individuals whose personal information is collected by TAFE NSW (and its related entities), including students, staff, contractors, members of the public and other third parties.

Section 4. Policy statements

4.1 Personal information we collect and hold about you

- 4.1.1 We collect information about you when you use our products or services, or deal with us in some way. This includes collecting information when you contact us (for example, to enquire about a course of study), use our products or services (for example, when you enrol in a course or pay for one of our online products), visit our websites or use any of our facilities or systems.
- 4.1.2 The type of personal information which we may collect and hold about you will depend on the nature of our dealings with you, and may include:
- identification and contact information, including your name, address, date of birth, gender and citizenship status;
 - health information and other sensitive information, including information about your racial and ethnic origin;
 - financial information, including your tax file number and credit card details;
 - information about your education and other related information if you are a student registered with us, including unique student identifier and course details;

- information that you provide or that is collected when using services provided by TAFE NSW, including support services such as counselling and disability support;
- information about your employment history;
- background and employment checks, including police checks, working with children checks and fit and proper person checks, if you apply for employment or other positions that require such checks;
- audio or video recording of you while in education or training programs or on TAFE NSW sites, in accordance with applicable surveillance legislation;
- location information, including IP address and third party sites you access while using TAFE NSW facilities and systems, in accordance with TAFE NSW's Acceptable Use of Technology Policy and applicable surveillance legislation; and
- information about how you use our products and services, including information you provide when giving feedback or in response to surveys or competitions.

4.2 How we collect your personal information

4.2.1 We may collect your personal information in a number of ways, including:

- directly from you or your authorised representatives (for example, when you or your authorised representative provide information to us or our representatives in person or by phone or email, in an application form, in a survey or competition form, when you apply for VET student loans, when you enrol in a TAFE NSW course, when you access or submit information through our websites, or when you otherwise interact or transact with us);
- If you are under the age of 16, from your parent or guardian if applicable;
- through the use of surveillance cameras on TAFE NSW sites, in accordance with applicable surveillance legislation;
- from third parties such as your employer and our business partners, subcontractors and other service providers we use in connection with your enrolment at TAFE NSW;
- from publicly available sources of information; and
- from social media sites and applications (for example, Facebook and Twitter) when you contact or otherwise engage with us through those sites and applications.

4.2.2 If you choose not to provide your information to us for these purposes, you may not be able to enrol in a TAFE NSW course or receive certain products and services from us.

4.3 How we store your personal information

4.3.1 We take all reasonable security safeguards to ensure that your personal information is protected from unauthorised access, use, modification or disclosure. However, as the internet is not always secure, we cannot be responsible for the security of any information you transmit over the internet.

4.4 How we use your personal information

4.4.1 We may use your personal information for the purpose for which it was collected or for other purposes directly related to the purpose for which it was collected, or for such other purposes for which you have consented to from time to time, including:

- to ascertain or confirm your identity;
- to assess your eligibility to enrol with us, including any eligibility for funding or other assistance;
- to assess and process any application for enrolment submitted to us;
- to assess any applications for employment with us;
- to conduct appropriate credit and background checks;
- to communicate with you and your authorised representatives, including any nominated parent/guardian or homestay provider;
- to process a VET student loan application and submit information to the Australian Government – Department of Education and Training;
- to submit information to other government agencies, regulatory authorities and other organisations as necessary;
- to facilitate any student / work placements with us, our customers or business partners;
- to provide our products and services to you (including related information);
- to assist you with your enquiries or to investigate any complaints, including any alleged misconduct or illegal activities;
- to improve our service delivery to you, including to improve or develop our products and services, to perform research and analysis and to conduct surveys;
- to administer and manage our business, including the products and services we provide to you and for billing and account purposes; and
- as permitted or required by law, including assisting law enforcement, government agencies and regulatory authorities, and responding to requests from authorised investigative agencies.

4.5 Direct marketing

4.5.1 We may also use your personal information so that we, our business partners and third party service providers can promote and market products, services and special offers, and advise you of news and industry updates, events, education programs, competitions and other information that we think will be of interest to you. This marketing may be carried in a variety of ways (including by email, SMS/MMS, social media or via our websites) and may continue after you cease acquiring any products or services from us until you opt-out by contacting us on 131 601, or by clicking any unsubscribe link included in the footer of our emails.

4.6 When we disclose your personal information

4.6.1 We may share your personal information within TAFE NSW to assist us in providing our products and services to you.

4.6.2 We may also disclose your personal information:

- if you are a school based apprentice/trainee or enrolled in a TAFE NSW delivered vocational education and training (TVET) course – to your school, the NSW Board of Studies and Australian Apprenticeship Centres;
- if you are an apprentice/trainee – to your employer (including their associated entities as necessary) and Australian Apprenticeship Centres;
- if you are enrolled in TAFE NSW training paid for or arranged by your employer or another organisation – to your employer (including their associated entities as necessary) or that organisation;
- if you are enrolled with TAFE NSW and undertaking training or work experience with another organisation – to that organisation;
- if you are enrolled in a TAFE NSW course which is eligible for articulation through a higher education provider – to that higher education provider, including the Universities Admission Centre as necessary;
- if you are an international student – to the parties outlined in the terms and conditions agreed upon accepting a place with TAFE NSW;
- if you are under the age of 18 – to your parent/guardian, unless you have formally advised TAFE NSW not to provide this information, and in accordance with applicable laws;
- to the NSW Government, including the Minister for Skills, TAFE and Tertiary Education;
- to other government agencies and regulatory authorities, including law enforcement agencies, the Australian Skills Quality Authority (ASQA), the Tertiary Education Quality and Standards Agency (TEQSA) and the National Centre for Vocational Education Research (NCVER);
- to our agents, business partners and third party service providers, including education and training providers and other organisations that we work with in connection with your education and training;
- to credit-reporting bodies and debt collection agencies;
- to our insurers and professional advisers, including our accountants, auditors and lawyers;
- to third parties who assist us in managing, marketing or developing our business, including our products and services; and
- as permitted or required by law.

4.6.3 Some of your personal information may be disclosed, stored, processed or used outside of Australia by us or by our third party service providers. For example, your information may be disclosed to, or processed by, our third party service providers located in the USA, UK, India or other countries where their computer systems may be located from time to time.

4.7 Our websites

4.7.1 When you visit our websites, our systems may record certain information about you using cookies, web beacons and other analytical tools, including information about your use of those websites (for example, what pages and documents are viewed, the time and date of your visit and your content preferences), Internet Protocol (IP) addresses, transaction patterns, trends and other demographic information. We use this information for security purposes, and to help analyse and improve your service experience.

- 4.7.2 Cookies are small text files that may be stored on your computer, which are often used to remember your preferences and improve browsing experience. Web beacons are images that originate from a third party site to track visitor activities. If you are concerned about the use of these tools you can disable them on your web browser. However, doing this may mean that parts of the website may not perform as it should.

4.8 Links to other websites or applications

- 4.8.1 Our websites may contain links to third party websites or applications made available by third parties. These third party websites or applications themselves may facilitate collection of information by those third parties. We are not responsible for those third party websites or applications and you access those websites and applications at your own risk. You should read the privacy statements associated with those third party websites or applications.

4.9 Accessing and updating your personal information

- 4.9.1 If you wish to access or amend your personal information held by TAFE NSW, you should contact TAFE NSW as follows:
- TAFE NSW students can access their contact details and other information related to their enrolment through the Student Portal (which can be accessed via the TAFE NSW website, or by contacting Student Services on 131 601 or via the Student Services page).
 - TAFE NSW staff can access their personal information through the People@TAFE application or TAFE SAP Portal (which can be accessed via the staff portal).
 - TAFE NSW counselling clients can access their counselling records held by TAFE NSW by phoning the Counselling Administration Team on 131 601. Further information can be found on the Counselling and Career Development Services website.
 - Other individuals can access their personal information by contacting the relevant area within TAFE NSW that they normally interact with.
- 4.9.2 In some cases, TAFE NSW may require you to verify your identity or provide supporting information to ensure that TAFE NSW is dealing with the right person. More information about how to access and amend your personal information can be found in TAFE NSW's Privacy Management Plan, which is available at www.tafensw.edu.au/about/privacy.
- 4.9.3 There is no fee to request a copy of your personal information, however if the volume of information is excessive, we may charge you our reasonable administrative costs (including fees for photocopying), which we will notify you of beforehand.

4.10 How to contact us or make a privacy complaint

- 4.10.1 If you have a query or concern about this Privacy Policy or how we manage your personal information, or wish to make a complaint in relation to a breach of your privacy, you can contact our Privacy Officer by email at privacy@tafensw.edu.au.
- 4.10.2 Further information about how to make a privacy complaint can be found on our website at www.tafensw.edu.au/about/privacy.

Section 5. Responsibilities

- 5.1.1 The Executive Director Governance, Legal and Risk is the responsible officer for the Privacy Policy.
- 5.1.2 All TAFE NSW staff are responsible for ensuring their own work practices comply with this policy, and applicable privacy legislation.

Section 6. Governance information

Governance	Details
Legislation, regulations, and standards	This policy is governed by: <ul style="list-style-type: none"> - <i>Privacy and Personal Information Protection Act 1998</i> (NSW) - <i>Health Records and Information Privacy Act 2002</i> (NSW) - <i>Privacy Act 1988</i> (Cth) - <i>Government Information (Public Access) Act 2009</i> (NSW) - <i>State Records Act 1998</i> (NSW)
Related policies	This policy is to be read together with: <ul style="list-style-type: none"> - Privacy Management Plan
Accountable Officer	Chief Operating Officer
Responsible Officer	Executive Director Governance, Legal and Risk
Content Manager number	PROJ18/1489
Next review date	30 June 2028

Section 7. Definitions

Word	Definition
Health information	is defined in section 6 of the <i>Health Records and Information Privacy Act 2002</i> (NSW).
Personal information	is defined in section 4 of the <i>Privacy and Personal Information Protection Act 1998</i> (NSW), section 5 of the <i>Health Records and Information Privacy Act 2002</i> (NSW) and section 6 of the <i>Privacy Act 1988</i> (Cth).
Privacy Officer	means any person nominated as a privacy officer for TAFE NSW.

Section 8. Document history

No.	Effective	Approved by	Amendment
3.0	14 July 2025	Chief Operating Officer	Updated to include references to updated policies, procedures and legislation

Section 9. Changes to this Privacy Policy

- 9.1.1 From time to time, we may need to change this Privacy Policy. If we do so, we will post the updated version on our website at www.tafensw.edu.au, and it will apply to all your personal information held by us at that time.