ABN: 65 646 858 497
RTO ID: 45885 CRICOS Code: 04037K
Phone: 0416064519
Website: atlas.edu.au
Email: Atlaspoltek@gmail.com
Wissen Holdings Pty Limited

CG4- PRIVACY POLICY & PROCEDURE V2 JUL 2025

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PURPOSE

This policy ensures that Wissen Holdings Pty Ltd trading as Atlas College meets its legal and ethical obligations regarding the collection, storage, use, and disclosure of personal information it holds in relation to individuals.

This policy and procedure support compliance with Outcome 4 (Governance, Risk and Compliance) of the RTO Standards 2025, including requirements relating to lawful operations, protection of information, and regulatory compliance.

DEFINITIONS

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body
Personal information means '*information or an opinion about an identified individual, or an individual who is reasonably identifiable:*

- *'Whether the information or opinion is true or not; and*
- *'Whether the information or opinion is recorded in a material form or not*.[1]

Standards mean the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

POLICY

PRIVACY PRINCIPLES

Personal information is collected from individuals to enable Atlas College to carry out its business functions and regulatory obligations. Atlas College only collects, uses, and stores personal information that is directly related to its legitimate business purposes and legal requirements associated with the delivery of nationally recognised training and assessment.

In collecting and managing personal information, Atlas College complies with the requirements of the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and the relevant privacy legislation and regulations of the states and territories in which Atlas College operates.

This means Atlas College ensures that each individual:

- Is informed about why their personal information is being collected, how it will be used, and to whom it may be disclosed.
- Is able to access their personal information upon request, in accordance with legislative requirements.
- Does not receive unwanted direct marketing communications.
- May request correction of personal information that is inaccurate, incomplete, or out of date.
- May lodge a complaint with Atlas College if they believe their personal information has been mishandled, with complaints managed in accordance with Atlas College's complaints handling procedures and applicable legislation.

COLLECTION OF INFORMATION

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
The types of personal information collected include:

[1] Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5th January 2014 at http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897

- personal details
- contact details
- employment information where relevant
- academic history
- statistical information about your prior education, schooling, reasons for enrolling,
- training, participation and assessment information
- fee and payment information

STORAGE AND USE OF INFORMATION

Atlas College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff to have access.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and maintain accurate and detailed student records of course participation, progress and outcomes.

Atlas College may use the personal information provided by an individual to market other internal products and services to them. An individual may opt-out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

DISCLOSURE OF INFORMATION

The personal information about students enrolled in a Course with Atlas College may be shared with the Australian Government and designated authorities, such as ASQA (Atlas College's registering body) the National Centre for Vocational Education Research (NCVER) and other Australian Government Departments. This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

- Atlas College will not disclose an individual's personal information to another person or organisation unless:
- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Atlas College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law, such as the ESOS Act 2000 and National Code 2018; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

ACCESS TO RECORDS

- Individuals have the right to access or obtain a copy of the information that Atlas College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Academic Document.* The individual must prove their identity to be able to access their records.

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- There is no charge for an individual to access the records that Atlas College holds about them, but there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

CORRECTION TO RECORDS

- If an individual considers the records that Atlas College holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information is amended.

COMPLAINTS

- Any individual wishing to make a complaint or appeal about the way information has been handled within Atlas College can do so by following Atlas College's *Complaints and Appeals Policy and Procedure (SC4*Procedures

PRIVACY NOTICES

Procedure	Responsibility
• Privacy notices • Ensure privacy notices are added to relevant forms and information such as Enrolment Application Form, website etc.	CEO

MARKETING PRIVACY

Procedure	Responsibility
• Email marketing • Ensure there is an opt-out option on all marketing emails and correspondence sent to individuals in relation to marketing.	CEO

ACCESS TO RECORDS

Procedure	Responsibility
• Request to access records • Individuals may request to access their records by using the *Request to Academic Document.* Written requests should be sent to the Administration Office • Requests may be from past or current students or other individuals. It may be to access records held in a file about a student, or access to a previously issued AQF certification document – refer to the *AQF Certification Policy & Procedure (SC1)* • Upon receiving a completed form, confirm the request is valid and has been made by the individual to which the records relate – check identification documents. • Arrangements for the provision of records should be made as suitable – mailing copies, providing a time for records to be viewed etc. • Arrangements should be made verbally and confirmed in writing within 10 days of receiving the request. • Where records are to be mailed, they should only be mailed to the address that is held on file for that individual, unless the alternate change of address information is provided along with proof of identity – such as a driver's license or utility bill.	CEO

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Procedure	Responsibility
• Where records are to be shown to an individual, the student must produce a photo ID prior and this should be matched to the records held on file about the individual to confirm they are only viewing their own records. • Keep a note of how the records were accessed on the individual's file.	

AMENDMENT TO RECORDS

Procedure	Responsibility
• Request for records to be amended • Where an individual request incorrect records held about them to be corrected, they can do so by filling in an *Amendment to Records Request Form.* • If it is a change of address or contact details of a current student, they can use the Student's Contacts Update Form. • Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly. • Do not update records if they are found to be correct already. • Advise the individual accordingly of the actions taken to follow up their request	CEO

DOCUMENT CONTROL

Document No. & Name:	**CG4 Privacy Policy & Procedure v2 Jul 2025**
Quality Area:	**CG Corporate Governance**
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Standards:	**Outcome Standard 4 (Governance, Risk and Compliance) and relevant Compliance Standards of the RTO Standards 2025.**