



UNIQUE

Training Providers

Privacy policy

About this policy

C4URSELF TRAINING PTY LTD trading as Unique Training Providers (UTP) is committed to protecting the privacy, confidentiality and security of personal information.

This Privacy Policy explains how Unique Training Providers collects, uses, stores, discloses and manages personal information in connection with our training, assessment, student support, administration and business operations.

This policy applies to all students, prospective students, clients, trainers, assessors, contractors, website users and other individuals who interact with Unique Training Providers.

Unique Training Providers manages personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs).

A copy of the Australian Privacy Principles is available from the Office of the Australian Information Commissioner (OAIC):

[Office of the Australian Information Commissioner](#)

What personal information we collect

Depending on the nature of your interaction with us, we may collect personal information including:

- full name
- residential and postal address
- telephone number
- email address
- date of birth
- Unique Student Identifier (USI)
- photographic identification
- emergency contact details
- enrolment information
- training and assessment records
- attendance and participation records
- qualification and licensing information
- workplace or employer details

- payment and billing information
- feedback, survey responses and complaints
- information relating to learning support requirements
- information required for government reporting obligations

Where relevant and with consent where required, we may also collect limited sensitive information such as:

- disability or medical information relevant to supporting participation in training
- language, literacy, numeracy and digital skills support requirements
- information relating to cultural background or diversity where relevant to learner support or reporting obligations

We will only collect personal information that is reasonably necessary for our training, assessment, compliance and business activities.

Unique Training Providers will not adopt government-related identifiers as its own identifiers unless permitted or required by law.

Anonymity and pseudonymity

Where lawful and practicable, individuals may interact with Unique Training Providers anonymously or using a pseudonym. However, for nationally recognised training and certification, learners are generally required to provide accurate and verified personal information to meet regulatory, reporting and certification obligations, including USI requirements.

How we collect personal information

Unique Training Providers may collect personal information through:

- enrolment forms
- online registration forms
- website enquiries and contact forms
- student management systems
- online assessment systems
- email and telephone communication
- training participation and assessment activities
- Zoom registrations and online training sessions
- surveys and feedback forms
- direct communication with students or employers
- marketing subscriptions where consent has been provided
- government-related reporting processes

Where practical, we collect personal information directly from the individual concerned.

Unsolicited personal information

If Unique Training Providers receives personal information that was not requested and is not reasonably required for our functions or activities, we will take reasonable steps to securely destroy or de-identify the information where lawful and practicable.

Why we collect personal information

We collect personal information to:

- process enrolments
- deliver training and assessment services
- issue qualifications and statements of attainment
- provide learner support services
- communicate with students and clients
- manage attendance and participation
- maintain student records
- comply with regulatory and legal obligations
- report required data to government agencies and regulators
- conduct quality assurance and continuous improvement activities
- administer surveys and feedback processes
- manage complaints and appeals
- provide information about upcoming training and legislative changes where consent has been provided

If you choose not to provide required personal information, we may be unable to enrol you, provide training services, issue certification or meet our compliance obligations.

Disclosure of personal information

Unique Training Providers may disclose personal information to:

- trainers and assessors
- administration and management personnel
- government departments and regulatory bodies
- the National Centre for Vocational Education Research (NCVER)
- ASQA and other VET regulators
- state training authorities
- third-party service providers supporting our operations
- professional advisers, auditors or legal representatives where required
- organisations authorised by law

We will only disclose personal information where reasonably necessary for legitimate training, compliance, operational or legal purposes.

Authorised regulatory bodies may also access records where permitted or required by law for audit, compliance, funding, regulatory or investigation purposes.

NCVER and government reporting

As a Registered Training Organisation (RTO), Unique Training Providers is required by law under the National Vocational Education and Training Regulator Act 2011 (Cth) to collect and disclose certain personal information to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian vocational education and training sector.

Further information about how NCVER handles personal information is available at:
[NCVER Privacy Policy](#)

Further information about VET privacy notices is available at:
[DEWR VET Privacy Notice](#)

Unique Student Identifier (USI) information is handled in accordance with applicable legislation and security requirements relating to the USI Registry System.

Online systems and third-party providers

Unique Training Providers uses third-party service providers and cloud-based systems to support enrolment, training delivery, assessment, communication, administration, marketing and business operations.

This may include platforms such as:

- Cloud Assess online platform
- Zoom for online training delivery
- Mailchimp for electronic communications and marketing
- JotForm for online forms and data collection
- Microsoft cloud-based systems for document storage, administration and communication

As a result, some personal information may be stored or processed outside Australia, including in countries such as the United States and other countries in which these service providers operate.

Unique Training Providers takes reasonable steps to assess whether personal information handled by third-party providers is managed in accordance with applicable privacy obligations and industry expectations. This includes reviewing publicly available privacy, security and data protection information published by service providers.

Online training, recordings and digital participation

When participating in online training, some information may be visible to other participants and trainers, including:

- participant names
- profile images
- chat participation
- audio or video participation

Online training sessions may also involve attendance reporting, chat functionality and, where applicable, session recordings for compliance, quality assurance, moderation or student support purposes.

Participants will be notified where recordings are taking place.

Direct marketing

Unique Training Providers may send information about courses, training opportunities, industry updates, events or services where consent has been provided or where otherwise permitted by law.

Individuals may opt out of receiving marketing communications at any time by:

- using the unsubscribe function included in electronic communications
- contacting our office directly

We do not sell personal information to third parties.

Storage and security of personal information

Unique Training Providers takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information may be stored in:

- electronic student management systems
- secure cloud-based systems
- password-protected databases
- paper-based files stored securely

Access to personal information is restricted to authorised personnel who require access as part of their role.

We maintain reasonable physical, electronic and administrative safeguards to protect information.

When personal information is no longer required, Unique Training Providers will take reasonable steps to securely destroy or de-identify the information where permitted by law and in accordance with applicable record retention obligations.

Access to and correction of personal information

Individuals may request access to personal information held by Unique Training Providers and request corrections where information is inaccurate, incomplete or out of date.

Requests should be made in writing using the contact details provided below.

In some circumstances, access may be refused where permitted by law. If this occurs, we will provide written reasons where appropriate.

Complaints

If you believe your privacy has been breached or have concerns about how your personal information has been handled, you may submit a complaint to Unique Training Providers.

We will investigate complaints fairly and respond within a reasonable timeframe. Privacy complaints should be submitted in writing using the contact details below.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Website usage and cookies

Our website may collect limited information automatically through cookies or analytics tools to improve website functionality, user experience and performance.

This information may include:

- browser type
- device information
- pages visited
- website usage statistics

Users may adjust browser settings to manage cookies if preferred.

Changes to this policy

Unique Training Providers may update this Privacy Policy from time to time to reflect changes in legislation, technology, operations or business practices.

The current version of this policy will always be available through our website or by request.

Contact us

C4URSELF TRAINING PTY LTD T/A Unique Training Providers
RTO: 91585

P: 02 4872 1495

E: info@uniquetrainingproviders.com.au

[Unique Training Providers website](#)