



VET Student Loans Privacy Policy

Our Commitment

SITS will treat all information gathered from students with the strictest confidence in accordance with the requirements of the Privacy Act 1988. The information will be held in a secure environment and accessed only by authorised personnel. The Privacy Act 1988 protects the information that SITS collects, uses, destroys and discloses personal information generally, unless we are required under any law to retain it.

Use and Disclosure

SITS uses the information collected for the purposes disclosed at the time of collection or otherwise as set out in this Privacy Policy. We will not use personal information for any other purpose without first seeking consent, unless authorised or required by law.

Generally, SITS will only use and disclose personal information:

- a. To establish and maintain your relationship as a customer of SITS
- b. To provide the products and services you have requested from SITS
- c. To administer and manage those products and services
- d. To report to federal/state/territory registering bodies in relation to training services provided
- e. To a third party where written authorisation is provided by you
- f. SITS will not disclose information to overseas recipient.
- g. to a department of the Commonwealth such as, but not limited to:
 - Department of Education, Skills and Employment
 - Department of Home Affairs
 - Department of Foreign Affairs and Trades
- h. VSL Tuition Protection Director

Personal information we collect and hold may include, but is not limited to:

- name, gender and date of birth;
- personal and emergency contact details (including address, email address, phone numbers);
- tax file number;
- Unique Student Identifier (USI) number;



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- educational history;
- language and English proficiency;
- study reasons;
- passport and visa details;
- employment details and history

Sensitive personal information which we are authorised to collect by law will be done with your consent and include:

- racial or ethnic origin;
- language and literacy needs;
- membership of a professional or trade association;
- criminal record;
- health information; and
- visa and immigration information and status.

Collection and Storage

Personal information is generally collected through our student enrolment process. Where possible your personal information will be collected directly from you via:

- electronic enrolment forms;
- physical enrolment forms completed by you and handed over to a SITS representative

Your information will be stored electronically and/or in hard copy in storage facilities that are managed by either our third party service providers or ourselves (secure document storage).

SITS has both physical and technical controls in place to ensure personal information is protected against unauthorised access, use, copy, download or disclosure. All our staff are bound to act in accordance with this Privacy Policy and applicable laws. Where information held by us is no longer required, we will de-identify or destroy such personal information.

Access and Corrections

SITS will provide opportunity to a student to access and correct their personal information. SITS will only allow a student to access their own personal information and not that of another student.

To access or correct your personal information, a request should be made in writing and sent to info@sits.edu.au. All access and correction requests should be supplemented with a proof of identification for SITS to undertake verification of the student and the record requested. All requests for access and correction are recorded on student file.



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Your Responsibilities and Obligations

All SITS students are obligated to ensure:

- information provided to SITS is accurate and up to date
- no document is removed or accessed from SITS without first obtaining permission
- students do not access or remove another student's information
- contact us if personal information needs to be amended or retrieved.

If you have any questions, please do not hesitate to contact us on: 1300-GO-SITS (1300-467-487) or email: info@sits.edu.au