

International Horse College – Privacy Policy (Updated 2025)

Version: IHC20250926

Organisation: Ausintec Academy Pty Ltd (ABN 23 117 651 564) trading as *International Horse College* (RTO 31352)

Commitment to Privacy

International Horse College (IHC) is committed to protecting the privacy of all students, staff, contractors, and stakeholders. We ensure that confidential and personal information provided to us is collected, stored, used, and disclosed in a manner that upholds privacy rights and complies with relevant laws.

Relevant Legislation

This policy complies with:

- *Privacy Act 1988 (Cth)*, including the Australian Privacy Principles (APPs);
- *Information Privacy Act 2009 (Qld)*;
- *National Vocational Education and Training Regulator Act 2011 (Cth)*;
- *Standards for RTOs 2015*;
- *Data Provision Requirements*;
- Other state and territory legislation as applicable (e.g., Education Acts, WHS Acts, Traineeship & Apprenticeship Acts).

Collection of Information

We collect personal information as required for enrolment, training, and compliance with regulatory obligations. This may include:

- Contact details (name, address, phone, email);
- Date of birth, gender, language, cultural background, and disability indicators;
- Employment details and education history;
- Unique Student Identifier (USI);
- Training progress, results, Statements of Attainment, and Qualifications;
- Identity verification documents (e.g., driver's licence, passport) where required by regulators;
- Other information necessary to deliver quality training and meet regulatory obligations.

We collect this information directly from individuals via enrolment forms, online systems, emails, phone calls, and face-to-face communications. Occasionally, we may also receive information from authorised third parties such as schools, employers, Australian Apprenticeships Centres, and government agencies.

Storage and Security

- **Electronic information** is stored on secure, password-protected systems (including aXcelerate, student management systems, and financial systems).
- **Physical records** are stored in locked cabinets and destroyed securely after the mandatory retention period.
- Access to personal information is restricted to authorised personnel only.

Use and Disclosure of Information

Personal information may be used to:

- Manage enrolments and deliver training;
- Issue AQF certification documents;
- Communicate about courses, updates, or student services;
- Meet compliance and reporting obligations under the NVETR Act.

Disclosure may occur to:

- **NCVER** (National Centre for Vocational Education Research) for the National VET Data Collection;
- **Commonwealth and State Training Authorities**;
- **Schools** (for VET in Schools students);
- **Employers or Workforce Australia Providers** (if they are funding your training);
- **Regulatory and licensing authorities** (where legislated);
- **Law enforcement or courts** (if required by law).

We do not sell or rent personal information. We do not disclose information to overseas recipients.

A student must complete a *Third Party Release of Information Form* if they wish for us to release personal information to any other person or organisation.

Direct Marketing and Communication

We may use your contact details to provide updates about courses or services related to your enrolment. You may opt out at any time by:

- Clicking the **unsubscribe** link in an email; or
- Emailing admin@internationalhorsecollege.com with the subject line *Unsubscribe*.

We do not provide your personal information to external marketing companies.

Access and Correction of Information

You may request access to your personal records at any time by contacting the IHC office:

- Phone: 07 3102 5498
- Email: admin@internationalhorsecollege.com

Before granting access, we will verify your identity. You may view and request copies of records (a nominal fee may apply). You may also request corrections to ensure information is accurate, complete, and up to date.

If third parties (e.g., employers, parents, schools) request access, we will:

- Confirm they are legally entitled or have prior consent;
- Verify their identity;
- Seek your confirmation where possible.

Retention and Destruction

Records are kept for the period required by law. If IHC ceases operations, all mandatory student records will be transferred to the Australian Skills Quality Authority (ASQA) as required.

Privacy Breaches and Complaints

If you believe your privacy has been breached, or wish to lodge a complaint, please contact our office and request a **Complaints Form**. All privacy-related complaints will be investigated in line with our *Complaints and Appeals Policy*.

Review of Policy

This Privacy Policy will be reviewed:

- At least annually;
- As part of internal audits;
- Following changes to legislation or regulatory requirements;
- In response to feedback or complaints.

Any updates will be communicated via our website, Student Handbook, and other relevant channels.

Contact:

International Horse College

Phone: 07 3102 5498

Email: admin@internationalhorsecollege.com