

Purpose	Describes rules and procedures used by eHE to comply with legislated privacy principles for students and staff
Key words	Privacy, legislation, records, personal information
Scope	All staff and students – protection and management of personal information.
Related Documents	<i>Privacy Act 1988 (Cth)</i> , the <i>Student Identifiers Act 2014</i> , <i>Standards for RTOs 2025</i> , Data Provision Requirements 2012 legislation, National VET Data Policy and National Vet Provider Collection Data Requirements Policy, NCVER Privacy Policy at www.ncver.edu.au/privacy
Approved by	Board of Directors
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Purpose and Scope

eHealth Education (hereinafter referred to as eHe) manages personal information in accordance with the *Privacy Act 1988 (Cth)*, the *Student Identifiers Act 2014*, and the *Standards for RTOs 2025*. This policy outlines how eHe collects, uses, stores, and discloses student and stakeholder information in the course of delivering nationally recognised training.

Collection and use of Personal Information

eHe will only collect sensitive information with the individual's informed consent and where the information is directly related to the delivery of education services or for operational purposes. Information may be collected via enrolment forms, online platforms, email, telephone, or face-to-face interactions.

If a person provides information and does not proceed to enrolment in a course their records will be securely stored until they advise that they are not proceeding, or 12 months have elapsed, whichever occurs first.

Personal data is used for:

- Enrolment and training administration
- Assessment, certification, and student support
- Regulatory reporting and compliance (e.g. AVETMISS submissions)
- Issuing qualifications and USI reporting

Information Provided to Employers

Where a student's training is funded by an employer, eHe reserves the right to share relevant progress reports and assessment outcomes with the employer.

Students will be notified of any such disclosure, and only information directly related to their training and progress will be provided.

Student Rights

Students can contact eHe at any time to:

- Request access to their personal information
- Amend personal details or request correction of inaccurate details
- Make a complaint about the handling of their information
- Seek clarification on privacy-related practices

Data Storage and Security

eHe takes all reasonable steps to protect personal data from loss, misuse, unauthorised access, or disclosure.

- Student data is stored in secure systems: **eHROL** (online course portal) and **RTO Data** (student management system).
- Access is restricted to authorised staff only.
- We regularly review data security procedures and train staff in data privacy responsibilities.

Website and Online Data Collection

When users interact with our website, servers may log:

- Server address and domain name
- Browser type and session details
- Pages accessed and documents downloaded
- Cookies to identify browser sessions

eHe servers may record a student's email address on receipt of a message online, however email addresses and other personal information will not be used for marketing purposes or added to mailing lists, unless the student has given permission or subscribed to do so.

Data Disclosure Requirements (NCVER and AVETMISS)

Under the Data Provision Requirements 2012 legislation, National VET Data Policy and National Vet Provider Collection Data Requirements Policy, eHe is required to collect and submit data (including surveys and course data) compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd ([NCVER](#)), and may be used and shared for the following purposes :

- Facilitate VET statistics and research, policy making, and reporting
- Administer student surveys and data verification
- Support the development of national training statistics
- NCVER will collect, hold, use and disclose student information in accordance with the Privacy Act 1988 and NCVER Privacy Policy at www.ncver.edu.au/privacy

Students may be contacted by NCVER or their authorised contractors to participate in surveys or research.

Unique Student Identifier (USI) and Certification

eHe will use student information to populate Vocational qualifications and transcripts that are then held by The Student Identifiers Registrar under the students' USI. The USI system is governed by the Student Identifiers Act 2014 and complies with the Privacy Act 1988 regarding data collection, management, storage, and disclosure.

Retention and Disposal of Records

eHe retains records for at least 30 years for certification verification, in line with regulatory requirements. Records are securely disposed of when no longer required.