

	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

Privacy Policy (Website Version)

Overview

Elevare International College (“Elevare”, “we”, “our”, “us”) is committed to protecting the privacy of students, staff, agents, and website users. This Privacy Policy explains how we collect, store, use, disclose, and protect personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

Our goal is to ensure that all personal information is handled lawfully, securely, and transparently, and that individuals understand their rights regarding access, correction, and privacy protection.

SCOPE

This Privacy Policy applies to all personal information collected, created, stored, accessed, or disposed of by Elevare International College in Australia. It covers:

- Students (domestic and international)
- Staff and contractors
- Education agents
- Website users
- Applicants and prospective students
- Any individual whose personal information is handled by Elevare International College

This policy applies to information collected through:

- Enrolment processes
- Online forms and website interactions
- Learning management systems (LMS)
- Student management systems (SMS)
- Email, phone, and in-person communication
- Agent submissions
- Compliance reporting obligations

APPLICABILITY

This document is applicable to the following areas:

☒ All Company Activities

	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

ABBREVIATIONS

ABBR	Meaning
BM	Business Manual
OSHC	Overseas Student Health Cover
IAW	In Accordance With
RTO	Registered Training Organisation

DEFINITIONS

Term	Meaning
Policy	Deliberate statement of intent pertaining to a specific function within Elevare International College.

	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

TABLE OF CONTENTS

Overview1

SCOPE..1

APPLICABILITY.....1

ABBREVIATIONS.....2

1. What Personal Information We Collect4

2. How We Collect Personal Information.....4

3. Purpose of Collection4

4. How We Store and Protect Information5

5. Disclosure of Personal Information5

6. Access and Correction5

7. Privacy Breaches5

8. Website Cookies and Analytics.....5

9. Contact Us6

 ELEVARE INTERNATIONAL COLLEGE	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

REFERENCE DOCUMENTATION

EXTERNAL AND INTERNAL NON BM DOCUMENTATION

	Document Reference	Document Title
[1]	ASQA Standards	ASQA Standards – www.asqa.gov.au
[2]		Privacy Act 1988 (Cth)
[3]		Australian Privacy Principles (APPs)
[4]		ESOS Act 2000
[5]		National Code of Practice for Providers of Education and Training to Overseas Students 2018

RELATED BM POLICIES AND PLANS

	BM Number	Document Title	Previous Number(s)
[6]	01.02	Data Access & Data Privacy Policy	
[7]	01.02	Student Enrolment Policy	
[8]			

RELATED BM PROCEDURES AND INSTRUCTIONS

	BM Number	Document Title	Previous Number(s)
[9]	01.03.	Complaints and Grievances Procedure	
[10]			

RELATED BM FORMS & REGISTERS

	BM Number	Document Title	Previous Number(s)
[11]	01.05	Data Access Request Form	
[12]			
[13]			
[14]			

	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

What Personal Information We Collect

We collect personal information necessary for enrolment, education delivery, compliance, and operational purposes. This may include:

- Identification details (name, date of birth, contact information)
- Enrolment information (forms, academic history, USI)
- Academic records (results, attendance, progression)
- Financial information (payments, invoices, receipts)
- Visa and immigration information (where applicable)
- Health and welfare information (only where required for support or compliance)
- Complaints, incident reports, and investigation records
- Staff employment records
- Website usage data (analytics, cookies, IP address)
- Social media and messaging information (name, phone number, and the content of messages sent to us via Facebook Messenger, Instagram, or WhatsApp; and information provided when submitting a Facebook or Instagram lead advertisement form)

We only collect information that is reasonably necessary for our functions and obligations.

How We Collect Personal Information

Information is collected through:

- Enrolment forms and applications
- Online submissions and website interactions
- LMS/SMS platforms
- Email, phone, and in-person communication
- Agent submissions
- Facebook Messenger, Instagram direct messages, and WhatsApp messages sent to our official accounts
- Facebook and Instagram lead advertisement forms, where you have submitted your details in response to one of our advertisements
- Regulatory reporting requirements

Where required, we obtain informed consent before collecting sensitive information.

Purpose of Collection

We collect personal information for legitimate educational, operational, and compliance purposes, including:

- Processing applications and enrolments
- Delivering training and assessment
- Managing academic progress and attendance
- Providing student support services
- Meeting regulatory obligations (ASQA, TPS, ESOS Act, Privacy Act)
- Managing payments and financial records
- Maintaining safety, security, and incident reporting
- Communicating with students, staff, and agents

Functional Group:	01	Volume:	02		Page 4 of 6
Release Date:	XYZ			Document Sponsor: CEO	

	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

How We Store and Protect Information

We take reasonable steps to ensure personal information is secure and protected from misuse, loss, unauthorised access, modification, or disclosure.

- Digital records are stored in secure, access-controlled systems (SMS/LMS, cloud platforms).
- Physical records are stored in locked cabinets with restricted access.
- Regular backups are maintained in secure environments.
- Staff complete annual privacy and data-security training.

Disclosure of Personal Information

We do not disclose personal information to third parties unless:

- You have provided written consent
- Disclosure is required by law
- Disclosure is necessary for regulatory reporting
- Disclosure is required to protect the safety or welfare of an individual
- Disclosure is necessary for service delivery (e.g., IT providers, LMS/SMS platforms)

We do not sell or trade personal information.

Access and Correction

You have the right to request access to your personal information or request corrections if the information is inaccurate, incomplete, or outdated.

Requests can be made using the **Data Access Request Form**. We will respond within a reasonable timeframe in accordance with the Australian Privacy Principles.

Retention and Disposal

We retain records in accordance with legal and regulatory requirements:

- Student records: **7 years post-completion**
- Staff records: **7 years post-employment**
- Financial records: **7 years**
- Incident records: **7 years or until resolved**
- Governance records: **permanent or as required by law**

Records are disposed of securely via certified digital deletion or secure shredding.

Privacy Breaches

Any suspected privacy breach must be reported immediately. Serious breaches may be reported to the **Office of the Australian Information Commissioner (OAIC)**.

Individuals may report concerns using the **Privacy Breach Report Form**.

Website Cookies and Analytics

Our website may use cookies and analytics tools to improve user experience and website performance. You

Functional Group:	01	Volume:	02		Page 5 of 6
Release Date:	XYZ			Document Sponsor: CEO	

	Business Manual Policy	
	No: 01.02.	Rev: 1
	Privacy Policy (Website Version)	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

may disable cookies through your browser settings, although this may affect website functionality.

Facebook, Instagram, and WhatsApp Messaging

If you contact us through Facebook Messenger, Instagram, or WhatsApp, or submit your details through a Facebook or Instagram lead advertisement, we receive the information described above in order to respond to your enquiry and manage our relationship with you as a prospective or current student, or the agency representing you.

This information is stored in our internal customer relationship management system, accessible only to authorised Elevare staff involved in admissions, agent relations, and student support, consistent with the access controls described above under How We Store and Protect Information.

When you interact with us through Meta's platforms (Facebook, Instagram, and WhatsApp), Meta's own privacy policy also governs how Meta itself handles your information as the platform provider. Meta's privacy policy is available at facebook.com/privacy/policy. This section describes what Elevare does with your information once we receive it; it does not affect Meta's own obligations as the platform operator.

We do not use information collected through these channels for advertising purposes unrelated to responding to your own enquiry, and do not share it with third parties except as described above under Disclosure of Personal Information.

Contact Us

For privacy enquiries, access requests, or complaints:

Email: info@elevare.edu.au **Phone:** +61 426 257 047

Functional Group:	01	Volume:	02		Page 6 of 6
Release Date:	XYZ			Document Sponsor: CEO	