



Life Training Group - Privacy Policy

1. Overview:

Life Training Group (“we”, “us”, “our”) is committed to protecting your privacy and managing personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

As a Registered Training Organisation (RTO), we are required to collect, use, and disclose personal information in accordance with the **National Vocational Education and Training Regulator Act 2011**, Standards for RTOs, and other applicable legislation.

2. What Personal Information We Collect:

We may collect and hold the following personal information:

- Full name.
- Date of birth.
- Contact details (email, phone number, residential address).
- Unique Student Identifier (USI).
- Employment and demographic information (as required for AVETMISS reporting).
- Emergency contact details.
- Payment and billing information.
- Enrolment and participation details.
- Assessment evidence and outcomes.
- Qualification and certification records.
- Government-issued identification (where required).
- Health or medical information (only where relevant to course safety, e.g. First Aid training).

Life Training Group

P: (02) 8897 1322.

M: P.O. Box 5557, Greystanes, NSW, 2145.

E: info@lifetraininggroup.com.au

W: www.lifetraininggroup.com.au



3. How We Collect Personal Information:

We collect personal information through:

- Online enrolment forms and website submissions
- Direct communication (email, phone, in person)
- Employers or organisations booking training on your behalf
- Our learning management system (LMS) and student management system (SMS)
- Government systems such as the USI Registry (where authorised)

We only collect personal information by lawful and fair means.

4. Why We Collect Personal Information:

We collect, use, and hold your personal information to:

- Deliver training and assessment services
 - Issue nationally recognised qualifications and Statements of Attainment
 - Maintain accurate and compliant student records
 - Verify your identity and USI
 - Process payments and manage accounts
 - Communicate with you and relevant stakeholders
 - Meet regulatory, reporting, and contractual obligations
 - Improve our services
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5. AVETMISS Data Collection and NCVER Disclosure:

As a Registered Training Organisation, Life Training Group is required to collect and report your personal information in accordance with the **Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)**.

This includes personal and training activity data such as:

- Identifying information.
- Demographic details.
- Training participation and outcomes.

We are required to submit this data to the **National Centre for Vocational Education Research (NCVER)**. NCVER may use, disclose, and publish this information for statistical, administrative, regulatory, and research purposes.

Your personal information may be disclosed by NCVER to:

- Commonwealth and State/Territory government departments and authorised agencies.
- Researchers and organisations conducting approved projects.
- Other bodies as authorised by law.

NCVER will handle your information in accordance with the **Privacy Act 1988 (Cth)**. For further information, please refer to NCVER's Privacy Policy available on their website.

You may request access to your personal information held by NCVER or request corrections by contacting NCVER directly.

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6. Student Management System (SMS) – RTO Data Cloud:

Life Training Group uses **RTO Data Cloud** as its Student Management System (SMS) to securely store and manage student information.

This system is used to:

- Record enrolments and student profiles.
- Track attendance and course progression.
- Store assessment evidence and outcomes.
- Issue certificates and Statements of Attainment.
- Generate and submit AVETMISS-compliant reports.

All personal information stored in RTO Data Cloud is protected through appropriate security controls, including restricted user access, authentication measures, and secure data hosting. We take reasonable steps to ensure that RTO Data Cloud complies with Australian privacy obligations and industry best practices.

7. Disclosure of Personal Information:

We may disclose your personal information to:

- Government and regulatory bodies (including ASQA and NCVER).
- The USI Office for verification purposes.
- Employers or organisations arranging your training (where applicable).
- Third-party service providers (e.g. IT systems, LMS platforms, payment processors).
- Accreditation or licensing bodies where required.

We do not sell, rent, or trade your personal information.



8. Overseas Disclosure:

Some third-party service providers (including cloud-based systems) may store data overseas. Where this occurs, we take reasonable steps to ensure your information is handled in accordance with Australian privacy laws.

9. Data Security and Retention:

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Security measures include:

- Secure digital systems and encryption where applicable.
- Access controls and staff confidentiality obligations.
- Secure storage of physical records.

We retain student records in accordance with legislative and RTO requirements.

10. Access and Correction:

You have the right to:

- Request access to your personal information.
- Request correction of inaccurate, incomplete, or outdated information.

Requests can be made using the contact details below. We will respond within a reasonable timeframe.



11. Website and Cookies:

Our website may use cookies and analytics tools to improve user experience and monitor website performance. This information is generally not used to personally identify individuals. You can control cookie settings through your browser.

12. Complaints:

If you believe your privacy has been breached, please contact us in writing. We will investigate and respond promptly. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

13. Contact Us:

For privacy-related enquiries or complaints:

Life Training Group

Email: admin@lifetraininggroup.com.au

Phone: (02) 88971322.

Address: Level 49, 8 Parramatta Sq, Parramatta NSW 2150.

14. Updates to This Policy:

We may update this Privacy Policy from time to time to reflect changes in legal or operational requirements. The most current version will be published on our website.

Effective Date: 5th of May 2026.

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