

# Privacy Policy

## General

The Langley Group Institute (LGI) is dedicated to offering an exceptional service experience to all our students. Our Privacy Policy applies to interactions with the LGI website, [www.langleygroupinstitute.com](http://www.langleygroupinstitute.com), and/or our student portal, which might occasionally be provided and maintained by a third party. By engaging with our website or portal, you are agreeing to the collection, use, and sharing of your personal data as outlined in this Privacy Policy.

This Privacy Policy forms part of the broader LGI Student Information Handbook and our Terms and Conditions, all of which are subject to updates over time. LGI is open to feedback regarding this policy. Should you have any queries or need additional information concerning our Privacy Policy, please feel free to reach out to us by email at [admin@langleygroupinstitute.com](mailto:admin@langleygroupinstitute.com).

## Notification

LGI will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected, and other parties it will be disclosed to, and that the LGI Privacy Policy provides information about how to access and seek correction of that personal information. LGI will also take reasonable steps to ensure you are aware of how to lodge a complaint about a breach of the Privacy Act.

## Collection of Your Personal Information

Many sections of the LGI website can be explored without the need to disclose personal information. However, for those wishing to make an inquiry, receive further details (whether through email, SMS, or telephone), or gain access to enhanced LGI student features available on the website or portal, providing personally identifiable information becomes essential.

Personal information is defined as data that can uniquely identify an individual. This includes, yet is not limited to, details such as the user's name, address, and email address. It also encompasses demographic data like date of birth, gender, geographical location, preferences, and training activities and inputs, especially when this information relates to other data that can identify the individual.

LGI may utilise or disclose your personal information, including details filled out in your enrolment form and data related to your training activities, for purposes such as statistical analysis, compliance with regulatory requirements, and research activities.

## Sharing of Your Personal Information

Under the Data Provision Requirements 2012, LGI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a Vocational Education and Training (VET) course with us. We use your personal information to enable us to deliver VET courses to you and, otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## Use of Your Personal Information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts, administering VET, facilitating statistics and research relating to education, including surveys and data linkage, and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, and state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including programme administration, regulation, monitoring, and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates for policy, workforce planning and consumer information

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

Department of Education is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at [www.dese.gov.au/national-vet-data/vet-privacy-notice](http://www.dese.gov.au/national-vet-data/vet-privacy-notice).

We may also share your personal information with credit reporting agencies, insurers, underwriters, guarantors, agents, finance providers, contractors, assignees, debt collection agencies, mercantile agencies, call centre operators, solicitors, accountants and other third parties associated with the provision of finance and/or collection of outstanding debts. This may also include the provision of your personal information to credit reporting agencies who may provide this to other credit providers as part of their credit reporting services.

## Collection of Usage Information

Personal information is distinct from usage information, which pertains to the data we gather regarding how our services are utilised by students, with all individual identities anonymised. This means that while we collect data on how you engage with a service, and aggregate this with similar data from other users, no personal information is incorporated into the resulting dataset. The collection of usage information aids us in identifying trends and understanding the needs of our students, enabling us to enhance and develop new features that improve the overall user experience. Furthermore, we may share this anonymised usage information with third parties for a variety of reasons, including to gain insights that assist us in refining our services, as well as for advertising and marketing objectives.

## Collection of Student Feedback and Satisfaction Data

You may receive a student survey, which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Emails and Newsletters

When you enrol and/or create an account through the website and/or student portal, we ask for personal information that may be used to send you the newsletter(s) and other information that you have opted in to receive (including yet not limited to promotional material).

You may choose not to receive promotional emails or electronic newsletters from us by following the “unsubscribe” link or contacting [admin@langleygroupinstitute.com](mailto:admin@langleygroupinstitute.com) and specifying the particular email(s) from which you wish to be removed.

## International Users

Your personal information is collected, processed, and maintained in Australia in accordance with the Privacy Act 1988. If you access our website or portal from outside Australia and choose to provide us with your information, you are giving your consent for the transfer of your information to Australia. Here, your information will be processed and maintained in a way that aligns with the standards and protections outlined in this Privacy Policy. This ensures that regardless of where you are located, your personal data is handled with care and respect for your privacy rights, reflecting our commitment to upholding high standards of data protection.

## Security

We implement prudent security protocols to safeguard and maintain the integrity of personally identifiable information, aiming to shield it from loss, misuse, alteration, or destruction by unauthorised entities while it remains under our stewardship. Despite these efforts, we cannot provide an absolute assurance that such information will be completely immune to malicious or unauthorised attempts by third parties to access it. In instances where a third party successfully acquires information through unauthorised means, it is important to acknowledge that our ability to manage or control the use of such information is limited. Our commitment to data protection involves continuous evaluation and enhancement of our security measures to mitigate risks to your personal information as much as possible.

## Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. LGI reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

You can contact LGI to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

## Changes to this Policy

LGI reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use our website.