

PRIVACY POLICY

Policy Reference	WEG-POL-PRV-001	Version	1.1
Standards	Privacy Act 1988 (Cth) Australian Privacy Principles (APPs 1–13) ESOS Act 2000 s.19 AVETMISS	Effective Date	1 July 2025
Document Owner	RTO Manager	Review Date	1 July 2026
Approved By	Director of Operations	Status	✓ Active — Current
Applies To	All students, staff, agents, and third parties	Document Title	Privacy Policy

Version	Date	Author	Changes	Approved By
1.0	Jan 2024	RTO Manager	Initial version	Director of Operations
1.1	July 2025	RTO Manager	Aligned to 2025 ESOS amendments; PRISMS obligations clarified; APP 13 complaints process updated	Director of Operations

1. Purpose and Scope

Wyatt Education Group (RTO 46003, CRICOS 04130B) is committed to protecting the privacy of all individuals whose personal information we collect, hold, use, and disclose. This policy explains how Wyatt manages personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This policy applies to all students (domestic and international), staff, education agents, third-party training providers, and any other individuals whose personal information Wyatt collects in the course of its operations.

2. Personal Information We Collect

Wyatt Education Group collects personal information that is necessary for our functions as a Registered Training Organisation and CRICOS provider.

Category	Examples	Why Collected
Identity Information	Full name, date of birth, gender, nationality, passport number	Enrolment, USI creation, PRISMS CoE issuance, identity verification
Contact Information	Residential address, email address, phone number, emergency contact details	Communication, PRISMS reporting, emergency response
Academic Information	Prior qualifications, assessment results, training records, attendance records, USI	Training delivery, AVETMISS reporting, qualification issuance, NCVET submission
Financial Information	Fee payment records, payment method details, refund transactions	Fee administration, refund processing, financial compliance
Visa and Immigration	Visa subclass, visa grant number, visa expiry date, CoE details	CRICOS compliance, PRISMS reporting, condition 8202/8501 monitoring
Health Information (Sensitive)	Medical certificates, disability information, mental health disclosures (with consent)	Reasonable adjustment, wellbeing support, critical incident management
OSHC Information	OSHC provider, policy number, coverage dates	Verification of Condition 8501 compliance for international students
Agent Information	Agent name, agency name, commission records	ESOS Act s.21B compliance; agent management obligations

Sensitive Information: Health and disability information is classified as sensitive information under the Privacy Act. Wyatt will only collect sensitive information with your consent, or where required by law. We will not use or disclose sensitive information for purposes other than those for which it was collected.

3. How We Collect Personal Information

Wyatt collects personal information through the following means:

- Enrolment applications and student agreements (online and paper-based)
- Course enquiry forms, Apply Now forms, and contact forms on our website
- Communication with students via email, phone, and in person
- The Accelerate Student Management System (LMS and SIS)
- PRISMS (for international student CoE and reporting data)
- Education agents acting on Wyatt's behalf (under written agreement)
- Third parties such as previous education providers (with your consent) and the Department of Home Affairs
- Directly from you during training, assessment, and support interactions

Where practicable, Wyatt collects personal information directly from the individual. Where information is collected from a third party, we will take reasonable steps to notify the individual as soon as practicable.

4. Why We Use Personal Information

Wyatt uses personal information for the following primary purposes:

Purpose	Legal Basis
Managing enrolment, training delivery, and assessment	Contract (Student Agreement); NVETR Act 2011
Issuing qualifications and Statements of Attainment	NVETR Act 2011; AQF requirements
AVETMISS reporting to NCVET and state training authorities	NVETR Act 2011; AVETMISS Data Standard
Creating and managing Unique Student Identifiers (USI)	Student Identifiers Act 2014
Issuing and managing Confirmations of Enrolment (CoE) via PRISMS	ESOS Act 2000 s.19
Reporting to the Department of Home Affairs (international students)	ESOS Act 2000 s.19; Migration Act 1958
Providing student support, wellbeing, and disability services	ASQA OS 2.3–2.6; NC Standard 6
Processing fees, refunds, and financial administration	Student Agreement; ESOS Act 2000 s.27
Marketing our courses (with consent or opt-out available)	APP 7; Spam Act 2003
Managing complaints, appeals, and regulatory compliance	ASQA OS 2.7, 2.8; NC Standard 10

5. Who We Share Personal Information With

Wyatt Education Group does not sell personal information. We only share personal information where required by law, necessary for our operations, or with your consent.

Recipient	Information Shared	Legal Basis
NCVER (National Centre for VET Research)	AVETMISS training activity data	NVETR Act 2011
Department of Home Affairs	CoE data, course progress, attendance breaches, enrolment changes — via PRISMS	ESOS Act 2000 s.19; Migration Act 1958
Department of Education (ESOS agency)	CRICOS registration data, agent commission information if requested	ESOS Act 2000 ss.17A, 21B
Tuition Protection Service (TPS)	Student enrolment and fee data in the event of provider default	ESOS Act 2000 Part 5
USI Registry (Australian Government)	Name, date of birth, contact details for USI verification and creation	Student Identifiers Act 2014
ASQA	Student records and training data during audits or performance assessments	NVETR Act 2011
Education Agents (authorised)	Course and enrolment information relevant to the student they are representing	ESOS Act 2000 s.21A; student consent
Third-party training providers	Where Wyatt uses third parties to deliver components of training	Compliance Clause 7; student notification
Emergency services / welfare agencies	In critical incidents where health or safety is at risk	APP 6.2(c); Critical Incident Policy WEG-POL-CRI-001

Overseas Disclosure: Some recipients (e.g. the Department of Home Affairs) may be located or operate overseas. Where personal information is disclosed overseas, Wyatt takes reasonable steps to ensure the recipient handles it in accordance with the Australian Privacy Principles.

6. PRISMS Reporting — International Students

Wyatt Education Group is legally required under the ESOS Act 2000 (section 19) to report certain information about international students to the Department of Home Affairs via PRISMS. This is not optional — it is a condition of CRICOS registration.

Information reported via PRISMS includes:

- Commencement and non-commencement of study
- Changes to course duration (Student Course Variations)
- Residential address (updated within 7 days of any change)
- Unsatisfactory course progress or attendance (after the internal appeals process is complete)
- Deferment, suspension, or cancellation of enrolment
- Termination of enrolment for any reason

■ ■ International students: By enrolling at Wyatt Education Group, you acknowledge and consent to the mandatory PRISMS reporting obligations under the ESOS Act 2000. This information is used by the Department of Home Affairs for student visa management. Wyatt will always notify you before making any discretionary PRISMS report (such as a course progress breach) and will not report until the internal appeals process is complete or you have chosen not to appeal.

7. Storage, Security and Retention

Wyatt Education Group takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Our security measures include:

- Password-protected and access-controlled student management systems (Axcelerate)
- Restricted staff access to personal information on a need-to-know basis
- Secure storage of physical documents in locked facilities
- Regular staff training on privacy obligations
- Incident response procedures for privacy breaches

Record Retention:

Record Type	Retention Period	Basis
Student training and assessment records	2 years after completion	ASQA Compliance Requirements 2025
CRICOS student records	2 years after cessation of enrolment	ESOS Act 2000 s.21
Financial records	7 years	Corporations Act 2001; ATO requirements
Complaints and appeals records	5 years	ASQA OS 2.7, 2.8
Staff employment records	7 years after cessation	Fair Work Act 2009

8. Your Rights — Access, Correction and Complaints

Access to Your Information (APP 12)

You have the right to request access to the personal information Wyatt holds about you. Requests must be made in writing to info@wyatt.nsw.edu.au. Wyatt will respond within **30 days**. In some circumstances access may be refused (e.g. where it would unreasonably affect another person's privacy) — if refused, you will be given written reasons.

Correction of Your Information (APP 13)

If you believe that personal information Wyatt holds about you is inaccurate, out-of-date, incomplete, or misleading, you may request a correction. Submit your request in writing to info@wyatt.nsw.edu.au with supporting evidence. Wyatt will respond within **30 days**.

Privacy Complaints (APP 1)

If you believe Wyatt has breached your privacy, you may make a complaint. Complaints are handled in accordance with our Complaints and Appeals Policy (WEG-POL-CAP-001).

Step	Action	Timeframe
Step 1	Submit complaint in writing to info@wyatt.nsw.edu.au or abhay@wyatt.nsw.edu.au	Any time
Step 2	Wyatt acknowledges receipt and investigates	Within 5 business days
Step 3	Written response with outcome provided	Within 30 days
Step 4	If not resolved: escalate to the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au 1300 363 992	At any time after Step 3

9. Website and Cookies

Wyatt Education Group's website (wyatt.nsw.edu.au) may collect anonymous usage data through cookies and analytics tools (including Google Analytics 4) to improve the user experience. This data is not linked to personally identifiable information. You may disable cookies in your browser settings, though this may affect website functionality.

10. Policy Review and Contact

This Privacy Policy is reviewed annually or when there are material changes to applicable law or Wyatt's operations. The current version is always available at wyatt.nsw.edu.au/privacy-policy.

Privacy Contact:

RTO Manager — Wyatt Education Group
 Email: info@wyatt.nsw.edu.au | Phone: +61 437 666 000
 Address: Level 2, 47 Rickard Rd, Bankstown NSW 2200

Office of the Australian Information Commissioner (OAIC):

oaic.gov.au | 1300 363 992

Acknowledgement of Country

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.