PRIVACY POLICY

PURPOSE

Aurora Training Institute (ATI) has processes and procedures for handling student's personal information.

REFERENCE

- Australian Privacy Principles
- VET Student Loans Rules, Section 94

INTRODUCTION

ATI regards customer privacy as an important part of our relationship with our customers.

The following privacy policy applies to all ATI users, and conforms to internet privacy standards.

If you have questions or concerns regarding this statement, please first contact a member of our administration team on (07) 5522 0411.

COLLECTION OF INFORMATION

In order to use the ATI website or purchase a service from us, we may require personally identifiable information from you in order to provide the best service possible. You may be required to provide contact information (such as name, email, date of birth, postal address etc.) and financial information (such as credit card number, expiration date etc.).

All correspondence, including emails, may also be collected and stored, particularly in regard to sales, support, accounts, educational informational including results and assessments that are related to educational training. Where required, some information is scanned and stored such as educational results, identification documents etc.

Any information collected by ATI is collected via correspondence from you or your company and is received by telephone, email, mail, facsimile or through our website. Information can be provided in a number of ways, (but is not limited to) such as:
- Direct from the student in their application
- From third parties such as the Department of Education
- Feedback survey forms

USE OF COLLECTED INFORMATION

Any details collected from ATI customers is required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:
- Determine whether we can provide suitable training
- Manage administration of training and services
- Communicate in the case of an emergency
- Reporting to government agencies and other regulating bodies, funding or industry bodies as required

STORAGE OF COLLECTED INFORMATION

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. Records are destroyed after the required retention period. Where required by law, some records are retained for up to 30 years in relation to student training outcomes.

We use a Student Management System (SMS) and their user data is stored in Amazon's 'Asia Pacific – Sydney' Region (for more information see: http://docs.aws.amazon.com/AWSEC2/latest/UserGuide/usingregionsavailability-zones.html)

Amazon Web Services infrastructure complies with the most stringent of international standards which is why this platform was chosen to host their user data.

Details of Amazon's compliance can be viewed at the following URL: http://aws.amazon.com/compliance/

Production servers are hosted in a single Availability Zone within data redundancy shared across two Amazon Availability Zones within the 'Asia Pacific – Sydney' Region: No other data is stored in any other Amazon Region (country/continent).

All data is stored on Australian soil. For more information about Availability Zones and MultiAZ deployment see:

- http://docs.aws.amazon.com/AWSEC2/latest/UserGuide/usingregionsavailabilityzones.html
- http://aws.amazon.com/rds/multiaz/

All traffic is delivered over socket layer technology (SSL). All data transfer between users and their server is encrypted and their security authenticity is always maintained.

The security of their database is treated with the utmost importance. Their database servers are isolated in a firewall protected datacentre within AWS. Access to these servers is restricted to only a few trusted members of their development team. Access to their web servers is done using a multifactor authentication (MFA) method with security certificates so none of their developers have any need to know anyone else's passwords.

Strict segregation of client data is maintained through redundant checking of client unique keys at all levels of the application, internal database integrity constraints, locking down database access from external sources, and rigorous automated testing of all features that access client data. This ensures the highest level of data segregation and security. On the public side (i.e. website integration – public booking): the unique Client key is embedded with each request.

When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When credit card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete credit card details.

If you have any questions about security, please email us at admin@aurora.edu.au

ACCESS TO COLLECTED INFORMATION

Clients have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at admin@aurora.edu.au

COMMUNICATIONS

ATI uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. ATI may from time to time, provide clients with information about new courses available to them. If at any time a customer does not wish to receive marketing information, they can request to be removed from any mailing lists by emailing us at admin@aurora.edu.au.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that third party.

THIRD PARTIES

ATI may, at its discretion, be required to verify information from a third party to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. ATI does not share any information with third parties for any unknown or unrelated uses. Third parties that the information is sourced and/or verified from, (but is not limited to) can include:

- Schools or other RTO's in relation to previous qualifications
- Employers on workplace performance (for trainees / apprentices)
- Job networks
- Government departments such as the Department of Education

We do not disclose personal information to overseas third party recipients.

LEGAL

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our website.

LINKS

Links on the ATI site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.aurora.edu.au

COOKIES

ATI uses Google Analytics to gather statistics about how our website is accessed. Google Analytics uses cookies to gather information for the purpose of providing statistical reporting to ATI. We use cookies to provide a better service on our website.

No personally identifying information is recorded or provided to Google. If you are logged in to ATI's website, information about your user account is NOT linked to data recorded by Google Analytics and is NOT provided to Google.

Information gathered using the Google Analytics cookie includes the following:

- the number of visitors to ATI's website
- time and date of visit
- geographical location of the visitor
- how visitors arrive at ATI's website, for example, did they type the address in directly, arrive via a search engine, or follow a link from another webpage?
- the number of times each page is viewed and for how long
- information about what browser was used to view the ATI's website and the operating system of the computer
- information about whether the browser supports Java and Flash
- performance of website on visitors device.

All above information is kept for in-house use only, we do not send any data out of the Google Analytics database.

NOTIFIABLE DATA BREACHES

As required under the *Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB Act),* ATI has a [Data Breach Procedure and Response Plan](#) in place, in the event that the business experiences a data breach that is likely to result in serious harm.

COMPLAINTS PROCESS

Should an individual wish to make a formal complaint in regards to our privacy policy, please email us directly at admin@aurora.edu.au.

CHANGES TO THE PRIVACY POLICY

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, how we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.