Privacy Policy

Skills Recruitment Pty Ltd | RTO 45725 | V3 September 2025

Businessplex is committed to protecting the personal information of students, staff, prospective students, past students, contractors and other stakeholders. Personal information is collected, used, stored and disclosed only where necessary for Businessplex's training, assessment, administration, regulatory and business activities.

This policy supports Businessplex's obligations under applicable privacy legislation and the 2025 Standards for Registered Training Organisations (RTOs), including clear student information, appropriate record management and organisational oversight.

Information We Collect

Depending on the services provided, Businessplex may collect:

- name and contact details;
- student identification numbers, email addresses and emergency contacts;
- photographic identification and Unique Student Identifier (USI);
- academic qualifications, training history, progress and assessment information;
- information required for government funded programs or support;
- complaints, appeals or misconduct information; and
- other information reasonably required to provide training, assessment and support services.

Sensitive Information

Businessplex will only collect sensitive information where the person has consented and the information is reasonably necessary for Businessplex's activities, or where collection is required or authorised by law.

Why We Collect Information

- enrol and support students;
- deliver training and assessment;
- communicate with students and stakeholders;
- maintain student and training records;
- meet regulatory, AVETMISS, USI and government reporting requirements;
- confirm eligibility for government funding or support; and
- manage complaints, appeals and student support matters.

Data Reporting Policy

If Information Is Not Provided

Individuals may choose not to provide certain personal information. However, some information is required for enrolment, training, assessment, certification, government funding or regulatory reporting. Businessplex may be unable to provide some services if required information is not provided.

Collection and Storage

Businessplex collects personal information by lawful and fair means and generally collects it directly from the individual. Information may be collected from another person or organisation where consent has been provided, where authorised or required by law, or where direct collection is unreasonable or impracticable.

Information may be stored electronically or in hard copy. Businessplex takes reasonable steps to protect personal information from loss, misuse, unauthorised access, modification or disclosure. Access is limited to authorised persons.

Use and Disclosure

Businessplex generally uses or discloses personal information for the purpose for which it was collected. Information may also be used or disclosed where the individual has consented, where they would reasonably expect the use or disclosure, or where required or authorised by law.

Information may be provided to relevant organisations where required, including government departments and agencies, NCVER, the USI Registrar, ASQA, the Department of Employment and Workplace Relations, funding bodies and other authorised organisations.

Direct Marketing

Businessplex may use personal information for direct marketing where permitted by law. Individuals may request to stop receiving marketing communications at any time. Sensitive information will not be used for direct marketing without consent.

Data Reporting Policy

Emergency or Legal Disclosure

Businessplex may disclose personal information where required or authorised by law, or where reasonably necessary to prevent or lessen a serious threat to a person's life, health or safety or to public health or safety.

Overseas Disclosure

Where personal information is disclosed to an overseas recipient, Businessplex will take reasonable steps to ensure the information is handled in accordance with applicable Australian privacy requirements.

Access and Correction

Individuals may request access to personal information held about them and may request correction of information that is inaccurate, out-of-date, incomplete, irrelevant or misleading. Businessplex will manage these requests in accordance with applicable privacy requirements. Access may be refused or limited where permitted by law.

Privacy Complaints

A person who believes Businessplex has not handled their personal information appropriately may lodge a complaint through Businessplex's Complaints and Appeals process or contact Businessplex directly. Complaints will be reviewed and managed in accordance with the applicable procedure.

If the matter is not resolved, the individual may contact the Office of the Australian Information Commissioner (OAIC).

Monitoring and Review

Businessplex reviews its privacy practices as part of its self-assurance and continuous improvement processes. Privacy incidents, complaints, identified risks and regulatory changes will be reviewed and appropriate corrective actions implemented where required.

This policy will be reviewed regularly and updated when privacy legislation, the 2025 Standards for RTOs, VET data requirements or Businessplex processes change.