



POLICY NUMBER: **MAT003**

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NAME: **Privacy Policy and Notice**

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APPROVED BY: RTO Director

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Date of Next Review: 31 October 2025

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## **PURPOSE**

Medical Administration Training Pty Ltd (MAT) is committed to protecting the privacy of its students and managing personal information responsibly. This Privacy Policy outlines how MAT (ABN 33 106 342 367) collects, uses, stores, and discloses personal information. We are dedicated to safeguarding your privacy and ensuring that your personal information is handled securely and with respect. This document explains how we manage the personal information we gather.

## **SCOPE**

This policy applies to all individuals whose personal information is collected, used, stored, or disclosed by MAT, including students, prospective students, and other individuals who interact with our services.

## **LEGISLATION AND COMPLIANCE**

MAT complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) to ensure that personal information is handled in a manner that respects the privacy rights of individuals. We also comply with any other relevant privacy laws and regulations applicable to our operations.

## **TYPES OF PERSONAL INFORMATION COLLECTED**

As a Registered Training Organisation (RTO), we are required to collect personal information to process your enrolment and provide services in accordance with legal and regulatory obligations.

The information we collect includes, but is not limited to:

1. **Contact and Identification Details**
  - Your name, address, email, phone number, date of birth, gender, citizenship, and Unique Student Identifier (USI).
  - Identification documents such as a passport, driver's license, or ID card.
2. **Enrolment Information**
  - Details about your course selections, payment records, and other data related to your enrolment.
3. **Academic and Progress Information**
  - Records of academic progress, assessments and results.
4. **Communication Records**
  - Emails, messages, and other interactions with our team or online learning platform.
5. **Employment and Education History**
  - Information about your occupation, employment status, educational background, prior training, and courses or training programs of interest.
6. **Demographic Information**



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- Your country of birth, Aboriginal or Torres Strait Islander status, and primary language spoken at home.
- 7. **Financial Information**
  - Payment details, including credit card information, for processing fees or refunds.
- 8. **Health and Sensitive Information**
  - Details about your disabilities and medical conditions.
- 9. **Voluntary Information**
  - Any additional information you provide, such as responses to surveys, feedback forms, or participation in competitions.

## PRIVACY NOTICE

As a Registered Training Organisation (RTO), we are committed to ensuring compliance with privacy laws and safeguarding the personal information of our students and individuals we interact with. This Privacy Notice outlines how we collect, use, store, and protect your personal information in accordance with relevant legal and regulatory requirements.

### How We Collect Personal Information

We collect personal information through various methods, including:

- **Directly from You:** For example, when you:
  - Enrol in a course at MAT
  - Apply for government-subsidised courses or funding
  - Participate in training with MAT
  - Provide information in person, via phone, email, or through our chatline
  - Submit details through our website
- **From Third Parties:** Such as:
  - Third-party service providers, including employers, Australian Apprenticeship Support Networks or job agencies, that assist with your enrolment at MAT
  - Government departments or agencies, including:
    - The USI Registry System, to confirm your identity and educational history
    - The Department of Home Affairs, to verify visa status, study entitlements, or residency requirements
  - Social media platforms, such as Facebook, Instagram, and Twitter, when you contact us
- **Social Media Platforms:**

MAT may also collect personal information through its social media channels, including Facebook, LinkedIn, and Twitter.

### How We Use Your Personal Information

MAT uses your personal information for the primary purposes for which it was collected, including:

1. **Verification**
  - Confirming your identity to facilitate enrolment and access to services.
2. **Enrolment and Administration**
  - Managing your enrolment including updating details, processing payments, and tracking your course progress.
3. **Training and Service Delivery**
  - Facilitating your training programs, providing access to online systems and maintaining records of your participation and completion.



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4. **Communication**
  - Maintaining accurate student registers to communicate with you and, if applicable, your nominated parent or guardian.
5. **Health and Safety**
  - Ensuring your health, safety, and wellbeing during your enrolment.
6. **Marketing and Promotions**
  - Informing you about courses, updates and MAT news. With your consent, sending marketing communications about MAT products and services.
  - Promoting competitions, programs, activities, and events, including through social media.
7. **System Management**
  - Administering and maintaining our websites, platforms, networks, and applications to ensure proper functionality and account identification.
8. **Compliance and Reporting**
  - Maintaining records for audits, compliance, and reporting purposes, including AVETMISS data reporting required by the National Centre for Vocational Education Research (NCVER) and State and Territory Training Authorities.
9. **Legal Obligations**
  - Complying with legal requirements and responding to lawful requests from authorities.
10. **Business Communications**
  - Managing communications with students, suppliers, or service providers regarding enrolments, services, or other engagements with MAT.
11. **Research and Development**
  - Conducting research and developing new educational programs and services to improve MAT offerings.
12. **Other Purposes**
  - We may use your personal information for other purposes not listed above. If we do so, we will inform you at the time of use, and we will ensure your personal information is used in accordance with the requirements of the Privacy Act 1988 (Cth).

## Sharing and Disclosure of Personal Information

We may disclose your personal information to the following parties under specific circumstances:

1. **Employers or Third Parties**

If your training is funded by your employer or a third party (e.g., a job agency), we may share information about your progress, attendance, and completion status.
2. **Parents/Guardians (for Students Under 18)**

For students under 18, we may share information about attendance, progress, and wellbeing with their parents or guardians.
3. **School-Based Apprenticeships and VET in Schools Students**

Information may be shared with your school and relevant state authorities for school-based apprenticeships or VET in Schools programs.
4. **Government Authorities and Agencies**

We may share your information with government entities such as:

  - Queensland Department of Employment, Small Business & Training
  - Centrelink
  - Commonwealth and state agencies administering financial assistance programs



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## 5. **Regulatory and Educational Authorities**

Information may be disclosed to regulatory bodies such as:

- Australian Skills Quality Authority (ASQA)
- Tuition Protection Service (TPS)

## 6. **Immigration and Visa Agencies**

We may share information with agencies responsible for immigration and student visa arrangements.

## 7. **National Centre for Vocational Education Research (NCVER)**

As required by the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act), we are obligated to disclose personal information to the National VET Data Collection managed by the National Centre for Vocational Education Research Ltd (NCVER), which is responsible for research, statistics, and reporting on 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.

To view how the NCVER handles your personal information, [click here](#).

## 8. **USI (Unique Student Identifier)**

We are required to collect and share your USI (Unique Student Identifier) with relevant authorities. When applying for a USI on your behalf, we will do so in accordance with the USI Privacy Notice. [Click here](#) to view the USI Privacy Notice.

## 9. **Consent-Based Disclosure**

We may share your information with third parties upon your explicit consent.

## 10. **Credit and Debt Recovery**

If payment for services is not made, we may disclose your information to credit reporting agencies, courts, or other entities involved in debt recovery.

## 11. **Legal Obligations and Proceedings**

We may disclose your personal information to authorities, courts, or law enforcement agencies when required by law or as part of legal proceedings.

## 12. **Professional Advisers**

Information may be shared with our professional advisers, such as accountants, auditors, or lawyers.

## 13. **Insurers**

We may disclose information to insurers for claims, risk assessments, or other insurance-related matters.

## 14. **Other Legal Disclosures**

We do not otherwise disclose your personal information without your permission, unless required or authorised by law, for health and safety reasons, or for another authorised reason under the Privacy Act 1988 (Cth) or the Right to Information Act.

## **INFORMATION COLLECTION AND USE ON OUR WEBSITE**

When you visit our website, our systems may log details about your activity, such as the pages you visit and the time and date of your visit. This information helps us analyse and improve the performance and functionality of our website

### **Use of Cookies**

Our website may use ‘cookies’—small text files stored on your device that help remember your preferences and enhance your browsing experience. This is a common practice on most large websites. In some cases, the cookies we use may collect limited personal information, which we will handle according to our privacy practices.



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You can choose to accept or decline cookies. Most browsers automatically accept cookies, but you can usually modify your browser settings to decline them if you prefer. Keep in mind that disabling cookies may limit your ability to fully utilise certain features of the website.

## Web Beacons

Our website may use web beacons or page tags—small image files hosted on third-party sites—to monitor visitor activity and browsing habits. These tools help us understand user patterns and improve our services. Information collected through web beacons is typically anonymous and not used to identify individuals. We may partner with third-party providers (e.g. Google Analytics) to analyse website usage.

## IP Addresses

We may also collect your Internet Protocol (IP) address when you access our website. IP addresses are unique identifiers assigned to devices on the internet and are used for session management and security purposes.

## Links to External Websites

Our website and Learning Management System (LMS) may include links to third-party websites or applications. While we aim to offer useful resources, we do not have control over these external sites and are not responsible for their content, privacy practices, or security measures. Please note that any information you share on third-party websites is not covered by our Privacy Policy and Notice.

## **CONTROLLING YOUR PERSONAL INFORMATION**

Providing your personal information to Medical Administration Training Pty Ltd (MAT) is optional. However, if you choose not to provide the required information as outlined in this Privacy Policy, we may be unable to enrol you in courses, deliver requested services, or perform certain activities on your behalf.

### Anonymity

MAT offers individuals the option to remain anonymous or use a pseudonym when making general inquiries, where lawful and practicable. However, it is generally not possible or lawful for us to engage with individuals anonymously or by pseudonym once they are enrolled. Formal inquiries regarding your enrolment will require verification of your legal identity.

### Your Consent to Information Use

By providing your personal information to MAT, you consent to its collection, use, storage, and disclosure as described in this Privacy Policy. During enrolment, you will be asked to confirm that you have provided all necessary information and that you understand and agree to the collection, use, and disclosure of your personal information in accordance with this policy, the Australian Privacy Principles, and the National VET Data Policy.



As a student, you have the following rights regarding your personal information:

1. **Access**

You have the right to request access to the personal information we hold about you, in accordance with the Privacy Act 1988 (Cth). To ensure your privacy, we will verify your identity before releasing any information.

2. **Correction**

If you believe the information we hold about you is inaccurate, incomplete, or outdated, please inform us. MAT takes reasonable steps to ensure that your personal information is accurate and up-to-date.

3. **Deletion**

In certain cases, you may request that your personal information be deleted.

4. **Restriction**

You have the option to restrict the collection or use of your personal information. If you previously consented to receiving direct marketing or shared your information with third parties (e.g., employers or mentors), you may withdraw that consent by contacting us in writing.

5. **Marketing Preferences**

If you no longer wish to receive marketing communications, such as newsletters or promotional updates, you can unsubscribe using the option provided in electronic communications. Please note that you cannot opt out of receiving essential administrative messages related to courses you are enrolled in.

6. **Withdrawal of Consent**

If your personal information is processed based on your consent, you may withdraw that consent at any time.

7. **Objection**

You have the right to object to certain types of data processing, where applicable.

8. **Surveys**

You may receive a student survey 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.

By exercising these rights, MAT ensures compliance with privacy laws and helps protect the confidentiality of your personal information.

## DATA RETENTION AND DELETION

We prioritise the protection of your personal information. Electronic data is securely stored on protected servers and in databases such as Vettrak, which are password protected. Physical documents are kept in locked storage with access limited to authorised personnel and are securely destroyed once the mandatory retention period has passed.

When your personal information is no longer needed for its original purpose, we will take reasonable steps to securely destroy or permanently de-identify it. However, most personal information will be retained in student files for a minimum of 7 years.

## COMPLAINTS

If you have any concerns or complaints about how your personal information is handled, please contact us directly or follow our complaints procedure. [Click here](#)



## **CONTACTING US**

If you have any questions about our Privacy Policy, or about the way we manage your personal information:

You can write to us at:

Medical Administration Training Pty Ltd Pty Ltd  
P.O Box 2145, Strathpine QLD 4500

- You can telephone our office on 1300 887 082
- You can Email us at [info@medtrain.com.au](mailto:info@medtrain.com.au)

## **CHANGES TO THIS PRIVACY POLICY**

We may update this Privacy Policy periodically to reflect changes in our business practices. When this happens, we will post the revised version on the MAT website.

## **ROLES AND RESPONSIBILITIES**

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.

## **CHANGE HISTORY**

<b>Version</b>	<b>Review date</b>	<b>Approved by</b>	<b>Description of Modifications</b>
1		A. McFillin	Original Document
2	03-Mar-2014	A. McFillin	Update to policy
3	07-Oct-2016	A. McFillin	Major wording revision and update
4	28- Feb -2018	A. McFillin	Added National Vet data policy to Policy Principles and changed Administration Manager to RTO Manager
5	21-11-2019	A. McFillin	Reviewed and updated branding
6	18-03-2020	A McFillin	Reviewed
7	19-10-2021	A McFillin	Reviewed
8	19-11-2024	A. McFillin	Major wording revision and update to include the privacy notice.