



PRIVACY POLICY

Greenhill Institute Pty Ltd t/a Greenhill Institute (hereby referred as Greenhill Institute)

1. PURPOSE

Greenhill Institute Pty Ltd t/a Greenhill Institute herein after referred as GI is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTO Standards 2025). Greenhill Institute is required to comply with the Privacy Act 1988 including the Australian Privacy Principles (APPs), and relevant obligations under the ESOS Act 2000 and the National Code 2018 (Standard 3.3.6).

This policy outlines how Greenhill Institute collects, uses, stores, and discloses personal information of its students, staff, and stakeholders. Greenhill Institute is committed to protecting personal information and ensuring it is only used for its primary purpose (i.e., enrolment, education delivery, support services, and compliance with legal obligations).

Personal information may be shared with:

- The Department of Education
- The Department of Home Affairs
- The Tuition Protection Service (TPS) as required under the ESOS Act 2000 and the National Code 2018.

Greenhill Institute will ensure the following:

- Maintains and provides a current Privacy Policy.
- Collects personal information fairly and lawfully, for enrolment and operational purposes.
- Information will not be disclosed to third parties without written consent, unless required by law.
- Records are securely stored, both in digital and physical formats.
- Students are informed of their privacy rights during pre-enrolment and orientation, in line with National Code 2018 Standard 2, 3 and 6
- Individuals have the right to access and correct their personal information in accordance with APPs 12 and 13. Requests must be made in writing to the Administration Manager or Training Manager.
- Reasonable steps are taken to protect information from loss, misuse, unauthorised access, modification, or disclosure.

The thirteen (13) Australian Privacy Principles are:

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| • Australian Privacy Principle 1 | — | open and transparent management of personal information |
| • Australian Privacy Principle 2 | — | anonymity and pseudonymity |
| • Australian Privacy Principle 3 | — | collection of solicited personal information |
| • Australian Privacy Principle 4 | — | dealing with unsolicited personal information |
| • Australian Privacy Principle 5 | — | notification of the collection of personal information |
| • Australian Privacy Principle 6 | — | use or disclosure of personal information |
| • Australian Privacy Principle 7 | — | direct marketing |
| • Australian Privacy Principle 8 | — | cross-border disclosure of personal information |
| • Australian Privacy Principle 9 | — | adoption, use or disclosure of government related identifiers |
| • Australian Privacy Principle 10 | — | quality of personal information |
| • Australian Privacy Principle 11 | — | security of personal information |
| • Australian Privacy Principle 12 | — | access to personal information |
| • Australian Privacy Principle 13 | — | correction of personal information |

2. SCOPE

This policy applies to all students, staff contractors and any individuals involved with Greenhill Institute. The collected information will be either in electronic or in hard copy format. This includes information collected before, during, and after enrolment, in accordance with the ESOS Act 2000, National Code 2018 (Standard 3.3.6), and the Privacy Act 1988.

3. RESPONSIBILITY

CEO, Administration Manager and Training Manager will be responsible for implementation and monitoring of this policy and will ensure that all staff members are aware of this policy and its underpinning legislative requirements and comply with it all the time.



GI will take privacy issues seriously and will stay committed to protect the privacy of individuals. This includes personal, health, financial and other confidential information which is necessary for GI to carry out its functions. Training on privacy obligations and data handling procedures will be provided to staff as part of Greenhill Institute's onboarding and compliance processes.

4. POLICY PRINCIPLES

4.1. Legislation

Greenhill Institute is legally required to comply with the Privacy Act 1988, including the Australian Privacy Principles (APPs) The June 2025 amendments to the Privacy Act strengthen obligations around transparency, data security, and breach notification. Greenhill Institute ensures all data practices align with these updated requirements.

4.2. Underpinning Principles

Personal Information is defined in the Privacy Act 1988 to mean "information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not

Sensitive Personal Information is defined in the Privacy Act 1988 to mean "information or an opinion about an individual's" that is also personal information, such as:

- racial or ethnic origin; or
- political opinions; or
- membership of a political association; or
- religious beliefs or affiliations; or
- philosophical beliefs; or
- membership of a professional or trade association; or
- membership of a trade union; or
- sexual orientation or practices; or
- criminal record

4.3. Website Privacy and Cookies

Greenhill Institute's website may use cookies or similar tracking technologies to improve user experience, gather anonymous website analytics, and assist with functionality. By continuing to use the website, users consent to the use of cookies where applicable. Personal information is only collected via online forms or portals where users voluntarily provide it. Users can manage cookie settings through their internet browser. No sensitive information is collected through Greenhill Institute's website unless users provide it voluntarily and explicitly. All website data collection complies with the Privacy Act 1988 and the Australian Privacy Principles.

5. PROCEDURES

5.1. Consideration of the Privacy/ Managing Personal Information

GI endeavours to balance the rights of privacy with the need to be accountable and transparent in its dealings. GI manages student's personal information by:

- Ensuring that personal information is managed in an open and transparent way.
- Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
- Ensure that it maintains an up-to-date policy about the management of personal information.
- Ensure that Privacy Policy contains the following information:
 - i. The kind of information that is collected and held
 - ii. How the information is collected and held
 - iii. The purposes for which information is collected, held, used and disclosed
 - iv. How an individual may access their personal information that is held by and seek correction of such information as necessary.
 - v. How the individual may make a complaint about a breach of the APPs and how GI will deal with the complaint (see Feedback, Complaints and Appeals Policy on Greenhill Institute's website.)



- vi. Whether GI is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
- vii. Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.
- viii. Access to the Privacy Policy by all students (including overseas students) during pre-enrolment and orientation, as required under National Code 2018 Standard 2,3 and 6
- ix. Compliance with RTO Standards 2025 and ESOS Act 2000 in managing all personal and sensitive information.
- x. Integration of changes introduced by the 2025 amendments to the Privacy Act, including mandatory notification of serious data breaches and enhanced individual rights

5.2. Anonymity and pseudonymity

GI respects that individuals may not wish to identify themselves when making enquiries on products and services; however, GI require full personal details as required by law and for identification purposes from clients. This includes but is not limited to requirements under the ESOS Act 2000, National Code 2018, and RTO Standards 2025, which mandate accurate identification for enrolment, visa compliance, and issuance of nationally recognised qualifications and reporting via PRISMS.

5.3. Collection and use of Personal Information

GI will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law. GI advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements. Any information supplied by students to GI will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper academic records. Only authorised personnel will have access to this information. All information collected is governed by the Australian Privacy Principles (APPs), including updates introduced under the June 2025 Privacy Act amendments. This includes information necessary for the delivery of vocational education and training services, for compliance with RTO Standards 2025, ESOS Act 2000 and National Code 2018, and for reporting to the Department of Education, the Tuition Protection Service (TPS), and other government agencies where required by law.

GI will take reasonable steps at or before the time of collection to ensure that you are aware of:

- Who we are and how to contact us
- How to gain access to your own information
- The purpose for which the information is being collected
- Any organisation to which we would normally disclose information of that kind
- Any law that requires the particular information to be collected.
- The main consequences for the individual if all or part of the information is not provided.
- Your rights under the amended Privacy Act 1988, including rights to correction, deletion, or complaint in the event of serious data breaches.

GI collects information from you in the following ways:

- When you register your interest online, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
- Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
- Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- Should Greenhill Institute collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual. unless doing so would pose a serious threat to the life, health or safety of an individual, in accordance with APP 3.6(b).

5.4. Dealing with Personal Information

GI will act lawfully and in a fair and nonintrusive way. GI will ensure that the personal information that it collects is accurate, up to date, complete and relevant.

GI will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected. The circumstances where an exception may occur are:

- Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order



- The individual would reasonably expect to use or disclose the information for the secondary purpose.
- A permitted health situation exists in relation to the use or disclosure of the information by GI
- A permitted general situation exists in relation to the use or disclosure of the information by GI
- GI reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
- Greenhill Institute will document any secondary use or disclosure decisions in accordance with its internal compliance framework.
- GI collects your personal information so as to:
 1. Process applications
 2. Manage your enrolment
 3. Record and maintain your details
 4. Administering training programs
 5. Record and maintain details of your ongoing training and assessment
 6. Provide you with details regarding client services, benefits, and training opportunities
 7. Notify you about upcoming events and opportunities
 8. Gain feedback from you
 9. Communicate with you
 10. Report to relevant authorities as required by law.

All uses and disclosures will be governed by secure record-keeping practices, with access restricted to authorised personnel, in compliance with APP 11, RTO Standards 2025, and Greenhill Institute's internal data security procedures.

Digital data will be protected through encrypted platforms and role-based access permissions. Physical records will be stored in locked, access-controlled environments.

Direct Marketing

GI may use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (i.e. the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) so as to let you know about our services and benefits, where we have your written consent.

GI will also provide an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications. Greenhill Institute will action all opt-out requests within a reasonable time (As per Standards for RTO 2025) and will not send further marketing without consent.

Cross Border Disclosure

GI does not disclose personal information to overseas recipients unless prior written approval is received by the individual who the personal information relates. Where disclosure is required for compliance with the ESOS Act 2000 or reporting to international education-related bodies, Greenhill Institute will ensure the receiving party upholds privacy protections substantially similar to the Australian Privacy Principles, in accordance with APP 8.1 and RTO Standards 2025.

Where consent cannot be obtained, Greenhill Institute will rely on the exceptions outlined in APP 8.2 (e.g. disclosure required by law or for a permitted general situation) and document this accordingly. For more information refer to: <https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-guidelines/chapter-8-app-8-cross-border-disclosure-of-personal-information>

Adoption, use or disclosure of Government Related Identifiers

It is required by law (Student Identifiers Act 2014) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements. This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - The purpose of administering and auditing VET, VET providers and VET programs;
 - Education related policy and research purposes; and
 - To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions
- VET admissions Bodies for the purpose of administering VET and VET programs,



- Current and former Registered Training Organizations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
- The Department of Education, the Department of Home Affairs, or the Tuition Protection Service (TPS), where required under the ESOS Act 2000 or National Code 2018.

GI will not disclose the Unique Student Identifier (USI) number for any other purpose, including on AQF certification documentation (e.g., testamurs, statements of attainment, or Records of Results)

Greenhill Institute must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual. USI data will be stored securely, encrypted where applicable, and only accessible to authorised personnel in accordance with the Privacy Act 1988, APP 9, and RTO Standards 2025.

Payment details/Credit Card Authorisation

In circumstances, where the student chooses to make payments using a credit card, they may do so only upon filling the credit card authorisation form. The authorisation form is viewed and processed by the Administration department.

Administration Manager, upon processing the payment, secures the information in a locked cabinet which is in turn placed in a secured room. Only Administration Manager will have the key access to the room and the cabinet. Electronic storage of credit card details is strictly prohibited unless encrypted, access-controlled, and compliant with the Payment Card Industry Data Security Standard (PCI DSS) and APP 11 of the Privacy Act 1988.

The credit card authorisation form is retained only for the length of the course enrolment plus one year, post which they must be destroyed by document disposal professionals. A corresponding entry of the disposal needs to be maintained in the document disposal register. Destruction must be conducted in a manner that prevents unauthorised recovery or reconstruction of data, in line with RTO Standards 2025, APP 11, and Greenhill Institute's Records Management Policy. Refer to: "Records Management Policy" for detailed retention and destruction guidelines.

5.5. Integrity of Personal Information

GI will take steps, as are reasonable, to ensure that the personal information it:

- Collect is accurate, up to date and complete;
- Uses or discloses, is, having regard to the purpose of the use or disclosure, accurate, up to date, complete and relevant.

This includes regular verification and updating of student records, particularly when personal contact details, visa-related information, or emergency contacts have changed.

5.6. Security of Personal Information

GI will take steps, as are reasonable in the circumstances to:

- Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
- Ensure that personal information is securely destroyed or de-identified when it is no longer required, in accordance with APP 11.2 and Records Management Policy
- Wherever possible, it will collect information directly from its students rather than from third parties.

Greenhill Institute will also implement appropriate physical and digital security controls, including:

- Role-based access restrictions
- Data encryption at rest and in transit
- Multi-factor authentication (MFA)
- Secure storage (e.g., locked cabinets for physical records)

These controls apply to all personal and sensitive data and are implemented in accordance with the Privacy Act 1988, RTO Standards 2025, and Australian Cyber Security Centre (ACSC) recommendations.

Data Breach Response Plan:

Greenhill Institute has a documented Data Breach Response Plan in line with the Notifiable Data Breaches (NDB) scheme under the Privacy Act 1988. In the event of an eligible data breach likely to result in serious harm to any individual, Greenhill Institute will notify the affected individuals and report the breach to the Office of the Australian Information Commissioner (OAIC) as soon as practicable, and no later than 30 calendar days after becoming aware of the breach, in accordance with updated NDB



requirements (2025). All staff are trained to recognise and respond to data breaches, and actions will be documented in accordance with Greenhill Institute's incident management procedures.

Greenhill Institute's response plan includes:

- Containment and assessment of the breach
- Risk evaluation to determine if serious harm is likely
- Notification to affected individuals and the OAIC if harm is likely
- Review of the breach cause and prevention of recurrence
- Internal logging and reporting of all breaches, including near misses, even if not notifiable

Refer to Greenhill Institute's data breach response plan which can be collected from reception if required.

5.7. Disclosure of Personal Information

Personal information about student(s) studying with GI may be shared with Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes and, for international students, the circumstances of any suspected breaches of the student's visa conditions.

GI will not disclose any personal information of a student, except as permitted under these policies. GI will not disclose personal information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned has expressly or implicitly consented to the disclosure in writing; or
- The person disclosing the information believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person; or
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, or for the protection of the interests of the government, statutory authority or statutory office – holder as an employer; or
- The disclosure is necessary for the performance of Greenhill Institute's functions as a registered training organisation and/or CRICOS provider, in accordance with its reporting obligations to relevant authorities such as the Department of Education, Department of Home Affairs, ASQA, and TPS.

GI will disclose information for the purpose of the protection of public revenue. GI will include a note of the disclosure in the record containing that information. Personal information may be shared with other Colleges where students enrol or apply to enrol.

In case of work-based training components GI may require notifying Host Organisation (including approved entity, serviced providers of employer, agents or their authorised contractors) of any concerns, issues or opportunities relating to the practical placement, including student course progression.

All disclosures will be made in line with APP 6 and RTO Standards 2025 Outcome 3.3 to ensure the security and lawful use of personal information.

5.8. Access to, and correction of, Personal Information

A student may access their own personal information held by GI at no charge. Individuals will be advised of how they may access or obtain a copy of their personal information within 30 days of receiving the individual's written request or as soon as practicable.

GI allows students to apply for and receive personal information that GI holds about students according to the above requirements. The request should be lodged in writing, addressed to the Administration Manager, providing full details of the student's name, ID number and details of the specific information required. Greenhill Institute ensures that these processes comply with the Privacy Act 1988 and RTO Standards 2025.

However, in some circumstances, GI may not permit access to individuals for their personal information. If this is ever the case, GI will provide full details for the legal reasons for this decision. These may include that believes:

- That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
- Giving access would have an unreasonable impact on the privacy of other individuals; or
- The request for access is frivolous or vexatious; or
- The information relates to existing or anticipated legal proceedings between and the individual, and would not be accessible by the process of discovery in those proceedings; or



- Giving access would reveal the intentions of in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- Giving access would be unlawful; or
- Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- GI has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to functions or activities has been, is being or may be engaged in and giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- Giving access would reveal evaluative information generated within in connection with a commercially sensitive decision-making process.

GI will not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.

6. ADDITIONAL RIGHTS UNDER PRIVACY ACT 2025 AMENDMENTS

Under the June 2025 amendments to the Privacy Act 1988, individuals may request: (a) the erasure of personal data ('right to be forgotten'), or (b) a portable copy of their data in a structured, commonly used format. Greenhill Institute will comply with these requests where lawful and appropriate, noting that some data may be retained under mandatory reporting and retention requirements as outlined in the ESOS Act 2000, National Code 2018, or RTO Standards 2025.

GI will make all reasonable efforts to ensure that personal information recorded by GI is up to date. If a student believes that the personal information retained by GI is out of date or otherwise misleading or inaccurate, the student may request that GI amend his or her personal information. GI will amend the information, if it is found that the information is out of date, misleading or inaccurate.

If GI corrects and updates personal information about an individual that GI previously disclosed to another education provider and the individual requests the Institute (GI) to notify the other provider of the correction, then GI will take steps that are reasonable in the circumstances, to provide that information unless it is impractical or unlawful to do so.

Where personal information relates to all students, Greenhill Institute will also notify Department of Home Affairs to ensure visa records are accurate, in line with ESOS Act 2000 and National Code 2018.

If GI refuses to correct the information as requested by the individual, GI will give a written notice to a student that sets out:

- a) the reasons for the refusal; and
- b) the mechanisms available to complain about the refusal; and
- c) any other matter prescribed by the regulations.

Regarding the correction of personal information held:

GI should be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, GI will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading. GI will not charge students for making the request, for correcting the personal information or for associating the statement with the personal information. All updates will be logged securely, with version control if applicable, in compliance with the Privacy Act and RTO Standards 2025.

7. RECORDS MANAGEMENT

All personal information and records are maintained in accordance with Records Management Policy. (See Records Management Policy)

8. MONITORING AND IMPROVEMENT

All Privacy practices are monitored by the CEO and areas for improvement identified and acted upon. (See Quality Management Policy and Procedures) Monitoring includes audits of access controls, security incidents, and legislative updates. Identified risks or breaches are managed through the continuous improvement system.

Findings from internal reviews and breach responses are used to inform updates to the Privacy Policy and Records Management procedures. Annual reviews ensure alignment with current legal obligations, including any future amendments to the Privacy Act.



9. COMPLAINTS

Students have the right to complain if they believe that their privacy has been breached. Students can access Feedback, Complaints and Appeals Policy available on GI's website <https://greenhillinstitute.vic.edu.au/> or can contact students support office. All complaints will be managed in line with National Code 2018 Standard 10.2, RTO Standards 2025, and Greenhill Institute's Feedback, Complaints and Appeals Policy. Greenhill Institute will ensure complaints are handled confidentially, fairly, and resolved within the reasonable timeframe. Greenhill Institute will also document privacy-related complaints in its incident register and ensure outcomes are reviewed as part of the continuous improvement process.

10. VERSION CONTROL AND REVIEW

This Privacy Policy is reviewed annually or earlier if legislative or regulatory changes occur. Reviews will consider any changes to the Privacy Act 1988, including reforms, and update policy wording, procedures, and staff training materials accordingly.