



DURBAN PRIVACY STATEMENT

Durban International College is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means Durban International College Pty. Ltd.

At DIC we are committed to protecting the privacy and personal information of our students, staff, and stakeholders. We manage personal information in accordance with all relevant legislation and regulatory frameworks, including:

The Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs);

The National Vocational Education and Training Regulator Act 2011.

The Outcome Standards for NVR Registered Training Organizations 2025.

We ensure that personal information is collected, used, stored, and disclosed lawfully, ethically, and transparently. Our privacy practices are embedded in our organisational systems, as required under Outcome Standard 4.3, to ensure the integrity, safety, and quality of our training services.

In line with **Outcome Standard 4.3 of the 2025 Standards for NVR RTOs**, we recognise that **cyber security** is a critical component of our organisational risk management practices.

To support this, we maintain:

- **Secure IT infrastructure** to protect data from unauthorised access or interference.
- **Access controls and authentication protocols** to ensure only authorised personnel can access sensitive information.

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, Durban International College may not be able to:

- provide the product or service you requested, or
- Enter into a business relationship with you.

Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of DIC business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information, which requires entities to protect personal information from:

We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Resolving privacy concerns

Durban International College Pty. Ltd.

If you wish to raise a concern about privacy matter should contact the Student Administrations Department.

