



## Privacy Policy - Melbourne Advanced Commerce Institute (MACI)

### 1. Purpose and Scope

Melbourne Advanced Commerce Institute (MACI) is committed to protecting the privacy of our students and staff. This policy outlines how we collect, use, store, and disclose personal information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and the **Standards for RTOs 2025**.

### 2. Information Collection

MACI collects personal information necessary for enrollment and training delivery, including:

- Contact details (Name, address, email, phone).
- Personal identifiers (Date of birth, gender, indigenous status).
- **Unique Student Identifier (USI)**.
- Educational history and English proficiency levels.
- Payment and financial information.

### 3. Use of Personal Information

Your information is used primarily to:

- Process enrollments and manage training/assessment.
- Issue AQF certification (Certificates/Statements of Attainment).
- Report mandatory data to Commonwealth and State/Territory government agencies.

### 4. Mandatory Disclosure (NCVER and Government)

Under the *Data Provision Requirements 2012* and the *National VET Data Policy*, MACI is required to disclose personal information to the **National Centre for Vocational Education Research Ltd (NCVER)**.

NCVER may use this information for:

- Population of the USI Transcript.
- VET statistics and research.
- Conducting student surveys.
- Reporting to government departments for policy and funding purposes.

### 5. Information Security and Storage



MACI takes all reasonable steps to protect personal information from misuse, loss, unauthorized access, or disclosure.

- **Digital Data:** Stored in a secure Student Management System (SMS) with encrypted access.
- **Physical Data:** Kept in locked filing cabinets accessible only by authorized personnel.
- **Retention:** In accordance with RTO Standards, records of results are kept for **30 years**.

## 6. Access and Correction

Students have the right to access their personal information held by MACI.

- If your details are incorrect, please submit a **Change of Details Form**.
- Requests for access to records must be made in writing to the Student Support Manager.

## 7. Complaints regarding Privacy

If you believe MACI has breached the Australian Privacy Principles, you may lodge a formal complaint via our **Complaints and Appeals Process**. If unsatisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

## 8. Contact Details

For any privacy-related inquiries, please contact:

Privacy Officer

Melbourne Advanced Commerce Institute (MACI)

Phone: (03) 8640 8070

Email: [info@maci.vic.edu.au](mailto:info@maci.vic.edu.au) Address: Level 1 382

Lonsdale Street Melbourne VIC 3000