

## **Privacy Policy**

**Triscott Educational Services Pty Ltd**  
**RTO 6937**

**Last updated: August 2026**

Triscott Educational Services Pty Ltd (“Triscott”, “we”, “us” or “our”) is committed to protecting the privacy and personal information of prospective students, current students, graduates, clients and other individuals who interact with us.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information in connection with our education and training services.

### **1. Personal information we collect**

Depending on your interaction with Triscott, we may collect information including:

- name and contact details;
- date of birth;
- residential and postal address;
- Unique Student Identifier (USI);
- identification documents;
- citizenship, residency or visa information where relevant;
- previous education, qualifications and employment history;
- enrolment and course information;
- training, attendance and assessment records;
- Credit Transfer and Recognition of Prior Learning information;
- work placement information;
- learner support and LLN/LLND information;
- payment and transaction information;
- information required for government and regulatory reporting; and
- information provided when you contact us through our website, telephone, email, social media or online advertising.

Where reasonably required for training, assessment, student support or regulatory purposes, we may also collect sensitive information in accordance with applicable laws.

### **2. How we collect personal information**

We may collect personal information when you:

- make a course enquiry;
- submit a website, Facebook or Instagram enquiry form;
- complete an enrolment or registration form;
- undertake training or assessment;
- complete an LLN or LLND assessment;
- undertake workplace placement;
- apply for Credit Transfer or Recognition of Prior Learning;
- contact us by telephone, email or social media; or
- otherwise engage with Triscott.

We may also receive information from authorised third parties where necessary, including employers, work placement providers, education providers, government agencies or representatives acting with your authority.

### **3. Why we collect and use your information**

We may use personal information to:

- respond to course enquiries;
- provide information about courses, fees, intakes and study options;
- determine eligibility for enrolment;
- administer enrolment, training and assessment;
- provide learner support;
- arrange or administer work placement;
- assess Credit Transfer or Recognition of Prior Learning applications;
- maintain student and academic records;
- issue qualifications and Statements of Attainment;
- process payments;
- meet our obligations as a Registered Training Organisation;
- comply with VET data reporting, regulatory and legal requirements;
- communicate with students about their training;
- manage complaints and appeals; and
- contact prospective students about courses or services they have enquired about.

### **4. VET and government reporting**

As a Registered Training Organisation, Triscott is required to collect and retain certain information relating to students, enrolments, training and outcomes.

Where required, information may be provided to relevant government and regulatory bodies, including:

- the Australian Skills Quality Authority (ASQA);
- the National Centre for Vocational Education Research (NCVER);
- relevant Commonwealth, State or Territory government departments;
- the Unique Student Identifier Registrar; and
- other agencies where reporting is required by law or applicable VET requirements.

Students may also be provided with additional privacy notices at enrolment where required for national VET data reporting.

## **5. Facebook, Instagram and online enquiries**

Triscott may advertise courses through Facebook, Instagram and other online platforms.

If you submit an enquiry or Instant Form through one of these platforms, we may receive information such as your:

- first name;
- last name;
- telephone number;
- email address; and
- course interest.

We use this information to respond to your enquiry and provide information about relevant courses, fees, intakes and study options.

Information collected directly by social media or advertising platforms may also be subject to their own privacy policies.

## **6. Disclosure of information**

We may disclose personal information where reasonably necessary to:

- government or regulatory authorities;
- NCVER and USI authorities;
- trainers and assessors;
- work placement providers;
- authorised employers or representatives;

- student management and learning management service providers;
- information technology and communication service providers;
- professional advisers, auditors and compliance consultants; or
- another party where you have authorised the disclosure or where disclosure is required or permitted by law.

We do not sell student or enquiry personal information.

## **7. Storage and security**

Triscott takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Student and training records are retained in accordance with applicable RTO, VET, government and legal record-keeping requirements.

Access to personal information is limited to authorised personnel and service providers who require access for legitimate business, training, assessment or compliance purposes.

## **8. Access and correction**

You may request access to personal information we hold about you or ask us to correct information that is inaccurate, incomplete or out of date.

We may need to verify your identity before providing access or making changes.

Requests can be made using the contact details below.

## **9. Marketing communications**

Where permitted by law, we may contact you regarding a course or training service you have enquired about.

You may request that we stop sending marketing communications at any time.

This does not prevent us from sending necessary administrative, training, enrolment or regulatory communications to current students.

## **10. Privacy complaints**

If you have concerns about how your personal information has been collected, used, stored or disclosed, please contact Triscott.

We will review your concern and respond within a reasonable timeframe.

Where applicable, you may also have the right to raise a privacy complaint with the Office of the Australian Information Commissioner.

## **11. Updates to this policy**

This Privacy Policy may be updated from time to time to reflect changes to our operations, legal obligations, regulatory requirements or systems.

The current version will be published on our website.

## **12. Contact details**

**Triscott Educational Services Pty Ltd**  
**RTO 6937**

Level 6, 16–18 Wentworth Street  
Parramatta NSW 2150  
Australia

Website: <https://triscott.edu.au>

For privacy enquiries, please contact Triscott using the contact details published on our website.