Privacy Policy

How EDB Training Services collects, uses, shares and protects personal information, and how you can access it or make a complaint.

1. About this policy

EDB Training Services (RTO 32376) is a Registered Training Organisation based in Capalaba, Queensland. We collect personal information so we can deliver training and assessment, meet our obligations as an RTO, and respond to people who contact us.

This policy applies to students, apprentices and trainees, people who book or enquire through our website, employers and other organisations we work with, and visitors to our website. We handle personal information in line with the *Privacy Act 1988* (Cth) and the 13 Australian Privacy Principles (APPs), and we collect some information because the law requires it, including the *National Vocational Education and Training Regulator Act 2011*, the Standards for Registered Training Organisations 2025, the National VET Data Provision Requirements and the *Student Identifiers Act 2014*.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not it is true and whether or not it is recorded in a material form.

2. What we collect and how

When you book, enquire or contact us through our website

Your name, email address and phone number, the course and session you choose, any message you send us, and the IP address your request came from (used to block spam and repeated submissions). You can also call or email us directly.

When you enrol

- Name, date of birth, gender, address, postal address, phone and email
- Your Unique Student Identifier (USI)
- Emergency contact details
- Employment status and, where relevant, employer and supervisor details
- Language spoken, reasons for study and education background
- Citizenship or residency details where needed to check eligibility for government funding
- Other information we are required to collect for government reporting

We collect enrolment information through our online enrolment form, which is run by an online forms provider, or on paper. If you pay fees, we collect the payment details needed to process that payment.

When you study with us

Students who use our online learning portal, EDB Learn, have an account with their name and email address. The portal holds your enrolment and progress, the assessment answers and evidence files you submit, your training plan (including employer details for apprentices and trainees), declarations you sign, trainer feedback and assessment outcomes, and notes our staff keep about your training. If you train with us face to face and do not use the portal, our staff may still record your progress, results and notes about your training in it.

Sensitive information

With your consent, we may collect sensitive information such as whether you are of Aboriginal or Torres Strait Islander origin, your country of birth, and any disability, health, or language, literacy and numeracy support needs. We use it to support you and for government reporting. You can choose not to answer these questions.

When you visit our website

Our website uses Google Analytics, the Google Ads tag and the Meta Pixel to understand how visitors use the site and to measure our advertising. These services use cookies and similar technologies and collect information such as pages viewed, device and browser type, approximate location and the ad you arrived from. They do not receive the details you type into our forms.

Our website host also counts page visits with a cookie-free analytics service that does not identify you. The map on our contact page is provided by Google and may set Google cookies.

If you arrive from an advertisement or a tagged link, the website also notes the campaign tags and ad click identifiers in the link, the page you landed on and the website you came from. This is held in your browser only until you close the tab, and is saved with your booking or enquiry if you submit one, so we can tell which advertising brings in customers. No cookie is used for this.

Our booking and contact forms use a spam-protection service, which checks technical signals from your browser to tell people apart from automated spam.

Dealing with us anonymously

You can ask general questions without identifying yourself. We cannot enrol you, book you into a course or issue a qualification without identifying you.

Students under 18

Some of our students are under 18. If you are under 18, we may ask a parent or guardian to help with your enrolment or to give consent where it is needed.

3. How we use your information

- To respond to enquiries and manage bookings, including confirmation, reminder and follow-up emails about your session
- To enrol you, deliver training and assessment, and issue qualifications and statements of attainment
- To assess eligibility for, and report on, government-funded training
- To meet our reporting and record-keeping obligations as an RTO
- To support you during your training
- To ask for feedback on your course
- To improve our website and courses, and to measure and improve our advertising
- To keep our systems secure and to fix technical problems

If you tick the newsletter box on our enrolment form, we will send you occasional updates and offers by email. Every newsletter includes an unsubscribe link, and you can also ask us to stop at any time.

We do not sell personal information.

4. Who we share it with

Information about your enrolment and participation is shared with government bodies as required, including the National Centre for Vocational Education Research (NCVER), the Australian Skills Quality Authority (ASQA), the Student Identifiers Registrar, and the Queensland Department of Trade, Employment and Training (DTET). If your training is government funded, information is shared with the agency responsible for that funding. NCVER explains how it handles this data at ncver.edu.au/privacy.

If you are an apprentice or trainee, or your employer arranged your training, we may share your attendance, progress and results with your employer, and with the relevant Australian Apprenticeship Support Network provider.

We use service providers to run our business. They handle personal information on our behalf and only for the services they provide to us. They include:

Type of provider	What they do for us	Where data is held
Database and portal hosting	Stores bookings and enquiries, the EDB Learn portal and uploaded files	Sydney, Australia
Online forms	Runs our online enrolment form	United States
Email delivery	Sends booking, reminder and enrolment emails, and our newsletter	United States
Business email	Our staff email, including the notifications we receive about bookings and enquiries	Australia, United States provider
Website hosting	Hosts our website	Global network, United States provider
Spam protection	Checks that form submissions come from people	Global network, United States provider
Analytics and advertising (Google and Meta)	Website analytics and advertising measurement	United States

Otherwise, we only disclose your personal information if you agree, if the law requires or authorises it, or if we reasonably believe it is necessary to lessen or prevent a serious threat to someone's life, health or safety.

5. Information held overseas

As the table above shows, some of our service providers store or process information in the United States. We take reasonable steps to make sure these providers protect personal information to a standard consistent with the Australian Privacy Principles. By using our website or services, you understand that your information may be handled in the United States.

6. How long we keep it

We keep personal information only for as long as we need it, or as long as the law and our registration require. Student enrolment, assessment and qualification records are kept for the periods required of RTOs, which for records of qualifications issued is up to 30 years.

For bookings, course enquiries and contact form messages made through our website, our booking system automatically deletes the email address, phone number, IP address and any message 90 days after the booked session, or 90 days after an enquiry is received. We keep the name, the booking or enquiry record itself and

how you found us (the advertising details described in section 2) so we can report on our courses. Copies of these details are also in the notification emails our staff receive and in our email delivery provider's records, which are not part of this automatic deletion.

When information is no longer needed, we delete or securely destroy it.

7. How we protect it

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, change or disclosure. Our website and portal use encrypted connections, our database is encrypted by our hosting provider, and access to student records is restricted to authorised staff. Our student management system, VETtrak, runs on our own computers rather than an online service. Paper records are stored securely. All staff are required to follow this policy and keep personal information confidential.

If a data breach is likely to cause serious harm, we will notify the people affected and the Office of the Australian Information Commissioner (OAIC), as required by the Notifiable Data Breaches scheme.

8. Accessing and correcting your information

You can ask to see the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date or incomplete. Contact our Privacy Officer using the details below. We will respond within 30 days. There is no charge to ask, although we may charge a reasonable fee for copying large amounts of information. If we refuse a request, we will explain why in writing.

Please let us know if your contact details change so we can keep in touch with you during your training.

9. Cookies and advertising choices

You can block or delete cookies in your browser settings, and our website will still work. You can also opt out of Google Analytics with the Google Analytics opt-out add-on, manage Google ads at adssettings.google.com, and manage Meta ads in your Facebook or Instagram ad preferences.

10. Questions and complaints

If you have a question about this policy, or think we have mishandled your personal information, please contact our Privacy Officer:

> **Privacy Officer**, EDB Training Services
>
> Email: info@edbtraining.com.au
>
> Phone: 07 3822 7362
>
> Post: 2/75 Redland Bay Road, Capalaba QLD 4157

We will acknowledge your complaint, look into it, and respond within 30 days. Complaints are handled under our Complaints and Appeals Policy, available on our website.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992.

11. Changes to this policy

We review this policy regularly and publish the current version on our website. This version applies from 28 October 2026 and is due for review by September 2027.