

PRIVACY POLICY

Archer Institute

Owned and operated by Archer Institute Pty Ltd

Contact: info@archerinstitute.edu.au

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

1. Introduction

This Privacy Policy explains how Archer Institute Pty Ltd (“Archer Institute”, “we”, “us”, “our”) collects, holds, uses and discloses personal information in connection with the delivery of education, training, assessment, compliance, student support and related services.

Archer Institute is a Registered Training Organisation (“RTO”) delivering real estate, strata and property-related education and training throughout Australia.

We are committed to protecting your privacy and complying with the:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (“APPs”)
- Standards for Registered Training Organisations (RTOs) 2015
- Applicable state and federal education and vocational training requirements

By using our website, enrolling in a course, submitting information, or otherwise engaging with us, you consent to the collection, use and disclosure of your information in accordance with this Policy.

2. Information We Collect

We may collect the following information:

(a) Personal Information

- Full name
- Residential or postal address
- Phone number
- Email address
- Date of birth
- Identification documents
- Unique Student Identifier (USI)
- Employment details
- Licensing or registration information
- Payment and billing information

(b) Student and Training Information

- Course enrolment details
- Assessment submissions and results
- Attendance records
- Statements of attainment and qualifications
- Recognition of Prior Learning (RPL) documentation
- Credit transfer documentation
- Student progress and completion data
- Feedback, complaints and support requests

(c) Website and Technical Information

- IP address
- Browser and device information
- Login information
- Website usage data
- Cookies and analytics information

(d) Communication Information

- Emails
- Phone call records or notes
- Messages submitted through forms or online portals
- Marketing preferences

3. How We Collect Information

We collect information when you:

- Enrol in a course or program
- Submit forms or applications
- Contact us by phone, email or website
- Access student portals or learning systems
- Make payments
- Participate in assessments or training activities
- Subscribe to updates or marketing communications
- Use our website

Some information may also be collected from:

- Employers
- Government agencies
- Regulatory bodies
- Education and training partners
- Authorised third parties acting on your behalf

4. Why We Collect and Use Information

We collect and use personal information to:

- Deliver training and assessment services
- Verify identity and eligibility
- Issue qualifications and statements of attainment
- Maintain student records
- Provide student support services
- Process payments and administer accounts
- Communicate important course information
- Meet regulatory and reporting obligations
- Improve our services and systems
- Respond to complaints and disputes
- Conduct internal business administration
- Market courses and services where permitted by law

We do not sell personal information.

5. Disclosure of Information

We may disclose personal information to:

(a) Government and Regulatory Bodies

Including:

- National Centre for Vocational Education Research (NCVER)
- Australian Skills Quality Authority (ASQA)
- State licensing authorities
- Government funding bodies
- Relevant education and training regulators

This disclosure may be required to:

- Report training activity
- Verify student identity
- Issue qualifications
- Meet compliance obligations
- Conduct audits or investigations

(b) Service Providers

We may use trusted third-party providers for:

- Learning management systems
- Student management systems
- Payment processing
- Website hosting
- Cloud storage

- IT support
- Marketing systems
- Analytics services

(c) Employers or Authorised Representatives

Where applicable and authorised, we may disclose information to employers, workplace supervisors or authorised representatives relating to enrolment, attendance, progress or completion.

(d) Legal and Safety Requirements

We may disclose information where required or authorised by law, including:

- Court orders
- Subpoenas
- Regulatory investigations
- Fraud prevention
- Protection of our legal rights

6. Unique Student Identifier (USI)

Under Australian law, students undertaking nationally recognised training may be required to obtain and provide a Unique Student Identifier (“USI”).

We may collect, verify and store your USI in accordance with applicable legislation and government requirements.

Without a valid USI, we may be unable to issue qualifications or statements of attainment where required by law.

7. Marketing Communications

We may send you:

- Course updates
- Industry news
- Licensing and CPD reminders
- Promotional offers
- Educational content

You may opt out of marketing communications at any time using the unsubscribe link or by contacting us directly.

8. Data Retention

We retain records:

- For as long as required by law
- In accordance with RTO record keeping obligations

- As reasonably necessary for business and compliance purposes

Some student records and qualification data may be retained indefinitely where required under vocational education and training legislation.

9. Security

We take reasonable steps to protect personal information, including:

- Secure hosting environments
- Password protection
- Access controls
- Encryption where appropriate
- Staff confidentiality obligations
- Monitoring and security procedures

Despite these measures, no system is completely secure and we cannot guarantee absolute security.

10. Access and Correction

You may request:

- Access to your personal information
- Correction of inaccurate or incomplete information

Requests should be made in writing to: info@archerinstitute.edu.au

We may require identity verification before processing requests.

11. Payment Processing

We use trusted third-party payment providers, including Stripe, to process payments, subscriptions and payment plans.

Payment information submitted through our website may be collected and processed directly by these providers in accordance with their own privacy policies and security procedures.

Archer Institute does not store full credit card details on its own systems unless otherwise stated.

For more information, please refer to Stripe's Privacy Policy:

<https://stripe.com/au/privacy>

12. Cookies and Website Analytics

Our website may use:

- Cookies
- Analytics tools
- Tracking technologies

These tools help us:

- Improve website functionality
- Analyse website traffic
- Enhance user experience
- Deliver relevant marketing

You may disable cookies through your browser settings, although some website functionality may be affected.

13. Cross-Border Disclosure

Some service providers may store or process information outside Australia.

Where this occurs, we take reasonable steps to ensure overseas recipients handle information consistently with Australian privacy obligations.

By using our services, you consent to this disclosure where applicable.

14. Complaints

If you believe your privacy has been breached, please contact us:

Email: info@archerinstitute.edu.au

We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

15. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

Continued use of our services after updates constitutes acceptance of the revised Policy.

