Sydney Dance Company's Pre-Professional Year

Student privacy and information policy for accredited training

Sydney Dance Company | Applicants, current and former students

REVIEW RECORD	
Version	1.0
Effective	23 November 2026
Next Review	November 2028
Approved by	Executive Director

1. About this policy

Sydney Dance Company (SDC, we, us) respects your privacy. This policy explains how we collect, use, disclose, protect, retain and dispose of your personal information when you apply for or undertake accredited vocational education and training (VET), including the Pre-Professional Year. It covers applicants and current and former students, and information handled by our staff, trainers, contractors and subcontractors in any format. We handle this information in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles (APPs) and applicable VET Student Loans (VSL) requirements and Registered Training Organisation (RTO) standards. This policy should be read in conjunction with SDC's Privacy Policy.

2. What we collect and why

We collect personal information lawfully and fairly, usually directly from you, and only where reasonably necessary.

Depending on your application, training and support needs, we may collect identity and contact details, academic history, citizenship and eligibility evidence, suitability assessments, enrolment, attendance, results, fees, loan administration details and correspondence. We collect sensitive information, such as health or disability information, only with informed consent where reasonably necessary, unless a lawful exception applies. We do not collect sensitive information for marketing.

At or before collection, or as soon as practicable afterwards, we explain what we collect, how and why; any legal requirements; whether information is required or optional; and the consequences of not providing it. Our collection notices also explain usual recipients, including the Commonwealth and how to contact us, access or correct information, or complain. We provide additional details for particular collections where needed.

Marketing, image and testimonial consent is optional and separate from training requirements. You may decline or withdraw it without affecting unrelated training. For students under 18, we consider capacity and obtain parent or guardian consent where legally required. A parent or guardian does not automatically have access to all student records.

3. How we use and share your information

We use or disclose your information for the purpose for which it was collected. For any other purpose, we seek consent unless an APP exception or other legal authority applies. We check recipients' identity and authority, and share only necessary, relevant information securely. Some statutory reporting does not require your consent.

Where lawfully permitted, recipients may include Commonwealth, State and Territory agencies, the National Centre for Vocational Education Research (NCVER), VET regulators, authorised survey organisations, researchers and service providers. Parents, guardians, employers and sponsors need your consent or another lawful basis to receive your information. Access is not automatic.

We keep mandatory VET/VSL information separate from optional marketing. You can opt out of marketing using the option provided or by contacting us. We honour opt-outs promptly.

Use and disclosure, including to the Commonwealth

SDC must collect personal and training information and disclose relevant information to the **National Centre for Vocational Education Research (NCVER)** for statistical, regulatory and research purposes. Where required or authorised by law, or otherwise permitted by the Australian Privacy Principles (APPs), we may disclose information to Commonwealth, State and Territory departments and authorised agencies, NCVER, survey organisations and researchers. This includes the Commonwealth for VSL administration.

NCVER may share information with Department Employment Workplace Relations (DEWR), Commonwealth, State and Territory authorities and VET regulators for authorised purposes. It handles information under its legal duties and privacy policy. See NCVER's Privacy Policy for collection, storage, use and disclosure details.

We use approved training and system providers under appropriate privacy/security arrangements. We verify consent or other lawful authority before sharing only necessary information. The applicable collection notice and Privacy Policy must identify likely overseas disclosures and recipient countries where practicable.

Student Outcomes Survey

You may be invited to the NCVER Student Outcomes Survey about reasons for training, employment, satisfaction, further study and, where applicable, reasons for leaving training. See NCVER Student Outcomes Survey information for details and data uses. The survey is separate from SDC's mandatory training and reporting requirements.

Access, correction and privacy concerns

You may request a copy of your information, seek correction or raise a privacy concern verbally or in writing; no form is required. We verify identity and representative authority, respond within a reasonable period, ordinarily 30 calendar days, and explain lawful refusals and complaint options.

Student privacy contact: Students can contact the Head of Training, Head of Open Programs & Learning or Director Training & Education for any concerns or queries regarding privacy and information handling. Students are advised not to email TFNs or unnecessary identity documents.

Read SDC's Privacy Policy and this procedure for security, retention, access, correction and complaints. We provide collection-specific information where required.

VSL information sharing

VSL legislation allows certain authorised VET officers to share information where reasonably necessary for VSL powers, functions or duties. These include Commonwealth officers and officers of approved course providers, Tertiary Admission Centres and approved external dispute resolution scheme operators. Commonwealth officers, including the VSL Tuition Protection Director, and the Secretary have broader statutory powers. These powers do not allow unrestricted staff access; misuse may be an offence. See the VSL Provider Manual, section 45.4.

For information about NCVER's handling of personal information, see NCVER's Privacy Policy.

4. Keeping your information accurate and secure

- **Accuracy:** we check key details at enrolment and before significant reporting or disclosure, resolve discrepancies and retain an audit trail. Please tell us when your details change.
- **Storage and access:** we take reasonable steps to protect electronic and paper records from misuse, interference, loss and unauthorised access, modification or disclosure. Safeguards include approved systems, secure physical storage, restricted access and appropriate technical protections. Access to sensitive records is limited to those who need it for authorised duties.
- **Government identifiers:** we use these only as lawfully permitted, not as general SDC identifiers unless authorised. A student's Tax file Numbers (TFNs) should never be provided directly to Sydney Dance Company and should only be handled through authorised VSL channels.
- **Service providers:** we assess privacy and security arrangements and require appropriate controls for access, subcontracting, incident reporting, record retrieval, correction and secure return or disposal.

5. Accessing your personal information

Applicants and current and former students can request their personal information verbally or in writing through student administration or the privacy contact in section 9. No form or reason is needed, and we can help with accessibility needs.

We may verify your identity then search records we hold or control. We aim to acknowledge requests within five business days and respond within a reasonable period, ordinarily 30 calendar days from receipt.

Where reasonable and practicable, we provide a secure copy in your preferred format. If full access is not possible, we consider partial or redacted access and will explain any reasons for restricted access to you.

We refuse access only on lawful APP 12 grounds, not for inconvenience. We explain refusals or alternatives and complaint options in writing, unless giving reasons would be unreasonable.

7. How long we keep your information

We keep personal information for as long as needed for lawful purposes and to meet legal retention requirements. VSL records are generally retained for seven years unless the *VET Student Loans Rules (2016*) specify otherwise.

Retention periods start from the event specified by the applicable law, not necessarily enrolment or course completion. We verify the relevant requirement and start date before disposal. We keep retained records complete, accurate, legible, retrievable and secure, including archived records and relevant version history.

8. Data breaches

A data breach involves unauthorised access to or disclosure of personal information, or loss likely to lead to either. If you think your information has been affected, contact us promptly through section 9. Do not send TFNs or unnecessary identity documents by ordinary email.

VSL breach notification

If we suspect that personal information held by SDC or in connection with VSL has been breached, we notify DEWR **within one business day**. We do not wait for confirmation or a serious-harm assessment.

We promptly update DEWR, provide requested information and assistance, and comply with its reasonable directions for managing the breach. See the VSL Provider Manual, section 45.3.

9. Contact us and make a privacy complaint

For privacy enquiries, access or correction requests, or complaints about how we handle your information, contact student administration or our privacy contact:

Email: learning@sydneydancecompany.com
Telephone: 02 9258 4880

We offer assistance and reasonable accessibility adjustments. You will not be disadvantaged for making a request or complaint. Please do not email TFNs or unnecessary identity documents.

Please describe your concern and the outcome you are seeking, and give us a way to contact you. We aim to acknowledge complaints within five business days and provide a written outcome within a reasonable period, ordinarily 30 calendar days. We investigate fairly and confidentially, address conflicts of interest, and explain our decision, any remedy and review options. If more time is needed, we explain why, provide updates and give an expected response date.

Where practicable, you may seek review by an authorised person not involved in the original decision. You may also complain to the Office of the Australian Information Commissioner (OAIC), subject to its complaint requirements. Internal review does not waive your external rights. See the OAIC website. APP non-compliance may be an interference with privacy under section 13 of the Privacy Act and the subject of a section 36 complaint. Misuse of VSL information may also be an offence.

10. Related information and policy review

Read this policy with SDC's Privacy Policy on the Legal page and any collection notice provided to you. Further information is available in the OAIC APP guidelines, NCVER Privacy Policy and NCVER Student Outcomes Survey information.

We review this policy at its scheduled review date and after material legal or policy changes, significant breaches, new systems or outsourcing arrangements.