

Privacy Policy – RTO



1. Policy

Queensland has privacy legislation which applies to the Queensland public sector — the Information Privacy Act 2009 (Qld) (IP Act). The IP Act contains privacy principles which set out how agencies may and must handle personal information.

By enrolling, providing your personal information to Racing Queensland (RQ), you acknowledge you have read and consent to its collection, use, storage and disclosure in accordance with this Privacy Policy.

Racing Queensland ABN 80 730 390 733 has implemented this Privacy Policy to provide individuals with information about how we hold and use personal information we collect.

2. Policy Detail

Personal information has the meaning given in section 12 of the IP Act and generally means any information about an identifiable person or an individual who is reasonably identifiable from the information;

- a) whether the information or opinion is true or not; and
- b) whether the information or opinion is recorded.

The personal information collected and held about you includes but is not limited to:

- Your name, address, email address, age, gender, tax file number, citizenship, unique student identifier, employment details, contact information;
- Information about your education history and other related information if you are a student registered with us;
- Details of courses undertaken with us;
- Background checks including police checks and working with children checks if you apply for employment or other related positions, or this is required for vocational placement, work integrated learning or work experience (placement);
- Any audio or video-recording of you while in education or training programs or on our campuses;
- Health and sensitive information as described in section 2.4 below; and
- Other information provided voluntarily by you, for example in response to surveys or competitions.

RQ will take all reasonable steps to maintain the privacy and security of personal information.

Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.

Paper-based documents containing personal information are in securely stored and held within on the premises.

Student information will be kept electronically for 30 years.

2.1 Pseudonyms and anonymity

Individuals may, where it is practical to do so, choose not to identify themselves or provide personal information in their interactions with us. Where we are not provided with requested personal information, we may not be able to provide our services.

2.2 Purposes for which we collect, hold, use and disclose personal information

RQ may use your personal information for the primary purposes for which it was collected, related secondary purposes, or as otherwise set out in this Privacy Policy. Such purposes may include, without limitation, use of your personal information to:

- Process any application for enrolment you might submit to us;
- Verify a unique student identifier (USI) for you;



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- Deliver or facilitate the provision of training or academic courses and other related products and services and retain evidence of participation / completion;
- Verify your identity;
- Develop student registers to enable us to communicate with you and any nominated parent/guardian;
- Facilitate health, safety and wellbeing at our campuses and other training and study locations (including online);
- Process any job application you might submit to us;
- Develop, run, administer and promote competitions, programs, activities and other events run by us, including promotions on social media;
- Market and promote products, services, merchandise and special offers made available by us or our respective commercial partners;
- Administer and manage our websites, computer networks, platforms and other applications (“systems”) and provide you with access to those systems, to enable those systems to function, to identify you as the holder of an account, to associate account activity with your identity and to allow other users to contact you or collaborate with you on documents or other resources;
- Administer and manage any account you may hold with us;
- Keep adequate records for audit, record keeping and compliance purposes;
- Provide reporting, survey responses and other data to government authorities and agencies;
- Keep you informed of news and information relating to RQ, including by distributing newsletters, publications and other communication via various mediums including direct mail, email and sms / mms messages;
- If you are an employee or other representative of a customer to which we provide our products and services or a supplier or service provider to us, communicate with you about your or your employer's engagement with us and otherwise as specified in this privacy policy; and
- Research and develop new programs, activities and other events relating to education and other related products and services.

You can contact us using the details specified in section 2.9 if you do not want to receive marketing information (such as our newsletters, publications and other communications) or use the unsubscribe option within electronic communications. However, you cannot opt out of receiving administrative messages in relation to any course in which you are currently enrolled.

We may collect and use your personal information for other purposes not listed above (a secondary purpose). If we do so, we will obtain your consent at the time we collect or use your personal information for that secondary purpose, unless otherwise permitted under the IP Act (see Queensland Privacy Principle (QPP) 6). If we use or disclose your personal information for a secondary purpose we will ensure your personal information is used in accordance with the requirements of the IP Act. Such purposes may include, without limitation;

- Collection and disclosure of information to enable RQ to administer the licensing of Clubs, as well as the Racing Calendar. RQ may also publish Club information on its website for public use;
- Collection of information to enable RQ to administer racing programs, including but not limited to the Off the Track Program, QBred program, QTIS program and any other endorsed program;
- Collection of information to enable RQ to administer nominations, race details, fees and prize monies earned to owners, trainers and other industry participants;
- Collection and disclosure of information to enable RQ to administer the various insurance programs, including by collecting information about incidents, and sharing that information with insurance brokers, insurers and appointed lawyers;
- RQ sharing information received in complaints with other entities, including clubs in relation to club complaints and Queensland Racing Integrity Commission in relation to complaints about licensed participants and/or previously licensed participants or any other person and otherwise in support of the Queensland Racing Integrity Commission discharging its statutory or other functions;
- RQ sharing information with the administering State department and the Minister for Racing;
- RQ publishing the RACE Magazine, which includes names and phone numbers of trainers and jockeys.

We do not use or disclose your personal information without your consent, unless the disclosure is:

- In accordance with this Privacy Policy or any agreement you enter into with us; or

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- The use or disclosure is required or authorised under an Australian law or a court or tribunal order; or
- For health and safety reasons, or another authorised reason under the Information Privacy Act 2009 (Qld) or the Right to Information Act 2009 (Qld).

If you do not want to provide your personal information to us for the purposes set out in this Privacy Policy, you may not be able to enrol in courses or receive certain products and services and we may not be able to undertake certain activities for you, such as enrolling you in a course or providing you with requested information, products or services.

2.3 How do we collect your personal information?

We collect personal information about you in a number of ways, including:

- directly from you, for example when you:
 - enrol to complete a course at RQ;
 - undertake training with RQ (including online);
- from third parties, such as:
 - RQ's commercial partners;
 - other government departments and agencies;
 - social media sites such as Facebook etc; when you contact or otherwise engage with RQ through these social media sites; and
 - third party service providers (including employers, Apprenticeship networks, governed bodies, and job agencies), to provide or facilitate your enrolment at RQ.

Where we engage with you multiple times over a short period in relation to the same matter, we may not provide you with a separate notice about privacy each time we engage with you.

2.4 Health and sensitive information

In some circumstances we may collect sensitive information, such as health information. If we do so, we will obtain your consent if that information is reasonably necessary, or directly related to, one or more of our functions or activities, unless otherwise permitted under the IP Act.

The sensitive information we may collect and hold about you includes but is not limited to:

- information about your health, immunisation or vaccination status (for example, certain courses may require you to be vaccinated against COVID-19, Influenza and/or other illnesses to attend mandatory placement); or
- other sensitive information about you (for example, information about your racial or ethnic origin or criminal history information required to obtain a Blue Card or other check needed to attend placement).

We may use this information:

- to ensure that any education programs in which you participate are run safely and in accordance with any special health needs you may have;
- to ensure compliance with requirements for background checks, immunisation or vaccination for employment, placement or access to facilities;
- for insurance and claim management purposes; and
- otherwise as required or authorised by law.

In addition, we may use de-identified health information and other de-identified sensitive information to:

- carry out research;
- prepare submissions to government or a government body; or
- plan events and activities.

De-identified information is information which has been aggregated or otherwise anonymised so that it cannot be used to identify you or any other individual.



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2.5 When do we disclose your personal information?

We may disclose your personal information to:

- If you are a school-based apprentice or VET in Schools student - your school, the Queensland Curriculum and Assessment Authority and the Queensland Tertiary Admissions Centre;
- If you are enrolled in training or study paid for by your employer or another third party (such as a job agency) - to your employer or that third party;
- If you are enrolled with RQ and undertaking training or study with another organisation (including other training providers, community organisations or schools) - the organisation with which you are undertaking training or study;
- If you are under the age of 18 - your parent/guardian (unless you have formally advised RQ not to provide this information);
- Government Authorities and Agencies including but not limited to the Queensland Department of Trade, Employment and Training, Services Australia, Commonwealth Department of Home Affairs, Australian Tax Office, Australian Skills Quality Authority and the Commonwealth Department of Employment and Workplace Relations.
- Research organisations and data collection agencies including the National Centre for Vocational Education Research (NCVER), Tertiary Collection of Student Information (TCSI) and the Social Research Centre (SRC);
- Third parties that we have engaged to carry out functions and activities on our behalf (such as other education providers, placement providers, survey providers, our website hosts, trade suppliers, independent contractors and other third party service providers) or that we otherwise work with to provide our education programs;
- Other third parties to whom you have expressly given consent; (*refer to: Consent to Disclose or Release Information*)
- Our professional advisers, including our accountants, auditors and lawyers;
- Our insurers; and
- Other persons as required or authorised by law.

2.5.1 Overseas disclosure

RQ may disclose personal information outside Australia in connection with:

- services from a provider who is located, or uses locations outside Australia. Some of your personal information may be disclosed by us or by our third party service providers to service providers located or undertaking activities in overseas locations. In these circumstances, your personal information may also be processed, used, collected and/or stored in these overseas locations. This may happen if we outsource certain activities to third party service providers who undertake aspects of their activities overseas or if transactions, information, services or products have an overseas connection. This occurs only to the extent it is necessary to perform our functions or discharge our duties; and
- insurance arrangements, for example involving overseas insurers or underwriters.

In providing your personal information to RQ, you consent to the disclosure, collection, use, storage and processing of your personal information to overseas recipients as described above.

2.6 Web sites

When you visit our websites, our systems may record certain information about your use of those websites (such as which web pages you visit and the time and date of your visit). We use this information to help analyse and improve the performance of our web sites.

In addition, we may use "cookies" on our websites. Cookies are small text files that help a website to remember your preferences and improve your experience of using that website. Using cookies is standard practice for most large websites. In some cases, the cookies that we use may collect some personal information about you. We will treat this information in the same way as other personal information we collect about you. If you prefer, you may be able to disable cookies on your internet browser.



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We may engage third parties, to help analyse how our websites are used. This analysis is performed using data collected from the websites, including by using cookies which are stored on your computer. The information generated is used to create reports about the use of our websites, and these third parties may store this information. However, this information is not intended to and will generally not include any personal information.

We may also collect Internet Protocol (IP) addresses relating to you when you access and use the web sites. IP addresses are assigned to computers on the internet to uniquely identify them within the global network of computers which makes up the internet. We may collect and manage IP addresses for internet session management and security purposes.

When you visit RQ's website, our web servers make a record of your visit and log the following information for statistical purposes only:

- Date
- Time
- IP Address
- User name
- Server IP address
- Server port
- Method
- URI stem
- Full path (FTP)
- URI query
- Protocol status
- Protocol sub-status
- Win32 status
- Time taken
- User agent
- Referer
- Session ID (FTP)

Some of the content on our websites may include links to third party websites or applications made available by third parties, such as social media buttons or links that allow you to share content or links to our website through the relevant third party platforms. These third party links or applications themselves may facilitate collection of information by those third parties through your interaction with the applications and sometimes even if you do not interact directly with them. We are not responsible for the technical operation of these links or applications or the collection and use practices of the relevant third parties. Please visit the relevant third-party websites to understand their privacy practices and options they may make available to you in relation to their collection of your personal information.

2.7 Accuracy of your personal information

RQ will generally give individuals access to the personal information we hold about them on their request. To respond to such request, we will ask for the request to be in writing and evidence of identity. If an agent is acting for the person seeking access, we will also ask for evidence of the agent's authorisation.

No application fee is payable for access to a document if the only document applied for contains personal information of the applicant.

The personal information we hold about individuals might be or become inaccurate, out of date, incomplete, irrelevant or misleading. Where we become aware that this is the case, we may ourselves take reasonable steps to correct the personal information.

Individuals may also request us to correct their personal information. Where they do so, we will ask that the request be in writing and that it be accompanied by some information we need to respond to such request.

In some limited circumstances, RQ may decline to give individuals access to their personal information or reject a request to correct their personal information.

More information about how to apply to RQ is contained on our website at [How to make an RTI application :: RQ](#).

Current RQ students have access to view their personal details through the **AMMONITE** platform



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2.8 How can you access the personal information we hold about you?

Please refer to the [How to make an RTI application :: RQ](#).

If individuals have concerns about an act done or practice engaged in by us in relation to their personal information that may be a breach of our obligations under the QPPs or regarding disclosing personal information outside Australia, our assessment of suspected eligible data breaches or our notification of eligible data breaches, they may raise those concerns with us by way of a privacy complaint.

We ask that a privacy complaint be in writing, state and address to which we may respond, give us particulars of the act or practice to which the complaint relates and be made within 12 months after the complainant became aware of the relevant issues. Depending on the circumstances, we may agree to a period longer than 12 months.

You may direct your complaint to RQ's Privacy Officer by way of email to rti@racingqueensland.com.au, in person by attending the RQ Head Office at Lot 2, Racecourse Road, Deagon Qld 4017, or via post:

Privacy Officer
RQ
PO Box 63
DEAGON QLD 4017

If you are not satisfied with RQ's response and it contains a reviewable decision, you may apply for an external review by the Office of the Information Commissioner (OIC). Further information about the OIC's external review process is contained on the [OIC website](#).

2.9 Changes to this Privacy Policy

From time to time, we may need to change this Privacy Policy to reflect our changing business practices. If that occurs we will post an updated version of this Privacy Policy on our website www.racingqueensland.com.au

3. USI (Unique Student Identifier) Privacy

Our privacy promise to you

We follow the [Student Identifiers Act 2014](#) and the [Privacy Act 1988](#) to protect your privacy.

We also protect your privacy by:

- getting account holder consent, or authorisation under law, to collect Unique Student Identifier (USI) data
- retaining only minimal, necessary personal information on our systems
- providing students with full control access to their USI account.

Creating a USI requires your personal information:

- name
- date and place of birth
- gender
- contact details
- a form of identification.

This information confirms your identity and ensures your USI is unique.

Our [Privacy Policy](#) explains how:

- to access and correct personal information
- to make a breach of privacy complaint
- [privacy complaints](#) are handled.



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4. NCVER Privacy notice

Under the *National Vocational Education and Training Regulator (Data Provision Requirement) Instrument 2020*, TAFE Queensland is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

[NCVER Privacy policy](#)

RQ handles your personal information in accordance with our Privacy Policy (which you can view here: [Privacy Policy :: RQ](#)). By enrolling with RQ, you are acknowledging that you have read and agree to the collection, use and disclosure of your information in accordance with the policy. The NCVER Privacy Notice in this form is supplementary to the TAFE Queensland Privacy Policy.

1. Why we collect your personal information

As a registered training organisation (RTO), RQ collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide personal information to us we may not be able to enrol you as a student.

2. How we use your personal information

RQ uses your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

3. How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

4. How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Data Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.



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5. Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. For students who have taken up state or federally funded study, some surveys are required as a part of the terms and conditions of your funded enrolment.

6. References & Related Documents

Document	Links
NCVER's Privacy Policy	www.ncver.edu.au/privacy
USI Privacy Policy	Privacy Policy
Student Identifiers Act 2014	Student Identifiers Act 2014
Privacy Act 1988	Privacy Act 1988
DEWR	https://www.dewr.gov.au/national-vet-data/vet-privacy-notice
the Information Privacy Act 2009 (Qld)	the Information Privacy Act 2009 (Qld)
ASQA Compliance Standards for RTOs, Standard 4	Practice Guides Australian Skills Quality Authority (ASQA)
DTET	Privacy statement, terms and conditions - Apprenticeships Info app Department of Trade, Employment and Training

7. Version History

Current Version:	VO1	Date Made:	11/09/2025	Effective Date:	25/09/2025
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VO1	25/09/2025	Compliance Officer	Updated to meet standards

