Privacy Policy

Outsource Institute strongly supports the privacy and confidentiality of its students and has established rules to ensure that your personal information is protected. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to assist them with future funding arrangements and/or statistical data gathering. Additional information can be found in our Privacy Notice

The information we collect and how we use it

Outsource collects and processes information about you in order to:

- ✓ Manage your enrolment, attendance and the progress of your training efficiently
- ✓ Report on the completion of assessment items to relevant external agencies and government departments
- ✓ Undertake administrative tasks essential to functioning as a Registered Training Organisation (RTO)
- ✓ Manage future enrolments
- ✓ Improve our services and website

The personal information we collect may include:

- ✓ Your name
- ✓ Address
- ✓ Date of birth
- ✓ Contact details (including email and phone)
- ✓ Payment details

Whilst there is no obligation for you to provide us with your personal information, if you choose not to do so then we may not be able to enrol you and provide you with our full range of services.

Disclosure of personal information

Outsource will not share or sell your personal information to third parties.

However, your personal information may be disclosed as follows:

- ✓ If you are a school-based apprentice or trainee or VET in schools student – your school and state or federal government departments or agencies as appropriate.
- ✓ If you are enrolled in training paid for by your employer or in which you consent to the release of information to your employer – your employer.
- ✓ If you are an apprentice or trainee – your employer/host employer.
- ✓ If you are under the age of 18 – your parent/guardian (unless you have advised us that you are estranged from them, you are classified as independent or it is otherwise inappropriate to give them this information).
- ✓ All students –state and federal Government departments and agencies including but not limited to Australian Skills Quality Authority (ASQA) and if required to do so by law.

Storage and security of personal information

Your information is stored securely by us and we use our best efforts to ensure that it is protected from unauthorised access, misuse, loss, damage or disclosure. We give preference to purchasing cloud-based products that use an encrypted connection and store your personal information in an encrypted format. However, our Website contains links to other sites and we suggest when using these sites you review each site's privacy policy.

How to contact us

If you have any questions regarding this statement if you wish to update or check on the personal information we have stored for you, or have a complaint about our management of your personal information, please contact us at info@outsourceinstitute.com.au.

Stephen Love

Managing Director

Outsource institute (AUS)

31st October 2025