



Privacy and Internet Merchant Policy

AGS Student Handbook Extract

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Preface

The contents of this handbook are accurate at the time of publication and are updated regularly to ensure that the information remains current. Enquires about any information contained in this booklet should be directed to ASTRA Group Services Pty Ltd (ASTRA) by contacting:

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Amendment Page

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1. INTRODUCTION

This handbook provides you, the student, information that is important to the security and collection of payment details via an online merchant facility, managed by ASTRA.

ASTRA is a Registered Training Organisation (RTO# 31544) and as such maintains compliance with the Standards for Registered Training Organisations (RTO's) 2015'. These standards are available at <http://www.asqa.gov.au/>.

ASTRA is registered to deliver, assess and issue nationally recognised Qualifications and Statements of Attainment (SoA) within the Australian Qualifications Framework (AQF) and Standards for RTO's 2015' requirements. Details about the AQF are available at <http://aqf.edu.au>.

2. ASTRA PRIVACY POLICY & INTERNET MERCHANT POLICY AND PROCEDURE

Introduction

ASTRA regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all ASTRA users and conforms to Internet privacy standards. If you have questions or concerns regarding this policy, please contact the ASTRA office on 07 3205 0600.

Collection of Information

We do not collect personal information unless the information is necessary for one or more of our functions or activities and only by lawful and fair means e.g. AVETMISS reporting compliance. In order to use the ASTRA website, we may require information from you in order to provide the best service and products possible. Each time you visit our website, our server collects some anonymous information, known as click-stream data. This is the process of collecting, analysing and reporting aggregate data about pages visited, number of hits, frequency and duration of visits and in what order. ASTRA may collect this information for statistical purposes to find out how our website is used and navigated to evaluate and improve our website performance.

All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.

Any information collected by ASTRA is via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

Use of Collection Information

Details collected from ASTRA customers are required in order to provide you with our products and/or services and a high level of customer service. Correspondence is recorded in order to provide service references and to assist in our staff development.

We may disclose personal information to Agencies, such as Commonwealth and State Government Departments and regulatory authorities and other organisations, as required or authorised by law. We will take reasonable steps to ensure that any third party to whom we disclose personal information are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). Credit card details are collected in order to be processed as required and are destroyed or permanently de-identified after the transaction is completed.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. If you have any questions about security on our Website, you can email us at training@astragroup.com.au.

Access to Collected Information

You have a right to request a copy of the personal information we hold about you at any time. If personally identifiable information changes or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at training@astragroup.com.au.

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number that gives students access to all personal National Vocational Education and Training completed in Australia from January 2015.

It is a requirement of all RTO's as per the '*Standards for Registered Training Organisations (RTO's) 2015*' to ensure that every student has an active USI prior to the completion of any nationally recognised training. More information is available at www.usi.gov.au.

If you do not provide a valid USI to ASTRA either at the commencement, during, or at completion of your training, we **can not** issue a nationally recognised training outcome.

Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, phone number, email, and postal address) and financial information (such as credit card number, expiration date & CVV).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Government issued identifiers, such as Tax File Numbers and Australian Business Numbers are used only in accordance with the Privacy Act 2009.

Communications

ASTRA uses personally identifiable information for essential communications, such as emails, text messages, accounts information and critical service details. We may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at training@astragroup.com.au.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Although we generally only collect personal information from you directly, we may be provided with information from third parties.

ASTRA may, at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose.

ASTRA does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order or legal process served on our Website.

Where it is practical and legal to do so, we will generally provide you with the ability to interact with us anonymously.

We will not collect, use or disclose sensitive information (such as information about racial or ethnic origins or political or religious beliefs) except with your specific consent or in the circumstances permitted in the Privacy Act 2009.

Links

Links on the ASTRA Website to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.astragroup.com.au.

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage and other places we deem appropriate so that you are aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

ASTRA Security Policy

We will take reasonable steps to ensure any personal information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. We will take reasonable steps to destroy or de-identify personal information that is no longer needed for any purpose for which the information may be used or disclosed under this policy, unless we are required by law to keep it.

ASTRA uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response;
- Your complete credit card number cannot be viewed by ASTRA or any outside party;
- All transactions are performed under 128 Bit SSL Certificate;
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data;
- eWAY is an authorised third party processor for all the major Australian banks; and
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by ASTRA.

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

Delivery Policy

After ordering online, you will receive an email confirmation from eWAY containing your order. We will normally confirm receipt of your order up to 24 hours from ordering.

Upon successful completion of the course, we will send your Statement of Attainment/ Qualification via Australia Post within 30 calendar days.

If you wish to query a delivery please contact us at training@astragroup.com.au.

3. LEGISLATION

The framework we operate within is founded upon principles from the following:

Organisation	<ul style="list-style-type: none">• Operations Manual
Standards	<ul style="list-style-type: none">• ISO 9001:2000• NVR Standards for RTOs 2015<ul style="list-style-type: none">○ ASQA –Standards for Continuing Registration○ AQF - Implementation Handbook
Commonwealth	<ul style="list-style-type: none">• Commonwealth Disability Discrimination Act 1992• Freedom of Information Act 1982• Privacy Act 1988, Racial Discrimination Act 1975 & Age Discrimination Act 2004• 2005-2008 Commonwealth-State Agreement for Skilling Australia's Workforce• Copyright Act 1968• Vocational Education, Training and Employment Act 2000• Work Health and Safety Act & Regulations• Trade Practices Act 1974
Queensland	<ul style="list-style-type: none">• Workplace Relations Act;• Anti-Discrimination Act 1991• Disability Services Act 2006• Coal Mining Safety & Health Act 1999 & Regulations 2001• Mining and Quarrying Act 1999 & Regulations 2001• Information Privacy Act 2009
Western Australia	<ul style="list-style-type: none">• Mining Act 1978 & Regulations 1981

Trevor Jones

Director


