

Privacy Policy

Our privacy commitments at a glance

AIE Institute Limited (ABN 91 624067 536), trading as AIE Institute (“we”, “us”), is a higher education provider. We collect personal information so we can teach you, support you and meet our legal obligations as a registered higher education provider.

- We collect personal information mainly from you directly, when you enquire, apply, enrol, study, or work with us.
- Australian law requires us to report certain student information to government agencies, including the Department of Education, TEQSA and, for international students, the Department of Home Affairs.
- We never sell personal information, and we do not give it to other organisations to market their products.
- You can ask to see the personal information we hold about you and ask us to correct it.
- If you think we have mishandled your personal information, you can complain to us and, if you are not satisfied, to the Office of the Australian Information Commissioner (OAIC).
- Questions or requests: privacy@aie.edu.au.

The rest of this policy explains these things in more detail.

1 About this policy

This policy has been worded on the assumption it will be publicly published as the AIE Institute’s Privacy Policy, including via its website. This policy explains how we manage personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). It applies to prospective, current and past students, people who enquire with us, job applicants, contractors and visitors, and anyone else whose personal information we handle.

This policy does not apply to the employee records of our current and former staff where the employee records exemption in the Privacy Act applies. Our website collects some information automatically; our Website Privacy Statement on our website explains cookies and analytics.

This policy is available free of charge on our website. If you would like it in another format, contact us and we will take reasonable steps to provide it.

2 What personal information we collect

Depending on your relationship with us, we may collect:

- identity and contact details** — name, address, email, phone, date of birth, emergency contacts
- application and study information** — educational and work history, academic results, English language proficiency, course progress
- payment information** — billing details and payment card details used to pay fees
- government-related identifiers we are required to collect**, such as your Unique Student Identifier (USI) and, for FEE-HELP, your tax file number (handled under the Tax File Number Rule)
- for international students** — citizenship, country of birth, passport and visa details

- f. **for job applicants** — qualifications, referee details and, where relevant to the role, police and working-with-children checks.

2.1 Sensitive information

We collect the following sensitive information, and only with your consent or where the law permits:

- a. health and disability information (so we can support your study and meet our duty of care)
- b. racial or ethnic origin (which appears in government statistical reporting categories such as country of birth and Indigenous status).

We handle sensitive information with additional care.

3 How we collect personal information

We collect personal information directly from you wherever reasonable and practicable — through application and enrolment forms, the student portal, email, phone and in person. We sometimes collect personal information from third parties, including:

- a. education agents and partner institutions who assist with your application
- b. a family member or other person who contacts us on your behalf
- c. other education providers, to verify qualifications you have told us about or to assess credit for prior study
- d. government agencies, where they provide information relevant to your enrolment
- e. referees nominated by job applicants.

If you give us personal information about someone else, you must be entitled to disclose it to us, and you should make sure they know about this policy.

3.1 Dealing with us anonymously

You can make general enquiries about our courses anonymously or using a pseudonym. However, we cannot assess an application, enrol you, or provide most services without your personal information.

3.2 Students under 18

Where we know an applicant or student is under 18, we ask for the consent of a parent or guardian to the collection of their personal information, and we may share information about their study and fees with their parent or guardian.

4 Why we collect, use and disclose personal information

We collect, hold, use and disclose personal information to:

- a. assess applications and manage admissions and enrolment
- b. deliver courses, assessment, academic support and student services, including work-integrated learning
- c. manage fees, billing and tuition assistance
- d. support student health, safety and wellbeing
- e. manage graduation, alumni relations, quality assurance and benchmarking
- f. run our business — information technology, records, planning and service improvement
- g. tell you about our courses and events (you can opt out of marketing at any time using the unsubscribe link in any message or by contacting us — some communications, such as those about your enrolment, are not marketing and will continue)
- h. comply with our legal obligations, described below.

We use and disclose personal information only for the purposes for which it was collected, for related purposes you would reasonably expect, with your consent, or where the law requires or permits. If we receive personal information we did not ask for and could not have collected lawfully, we destroy or de-identify it as soon as practicable.

5 Collections required or authorised by law

As a registered higher education provider, we are required or authorised by law to collect certain information when you apply, enrol or access government assistance. The main laws are the Higher Education Support Act 2003, the Tertiary Education Quality and Standards Agency Act 2011, the Student Identifiers Act 2014 and, for international students, the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Enrolment information for students receiving Centrelink or Austudy benefits is collected and disclosed under the Social Security (Administration) Act 1999 and the Student Assistance Act 1973.

If you do not provide information we are required to collect, we may be unable to assess your application, enrol you, or provide you with services or government assistance.

6 Who we disclose personal information to

We disclose personal information to the following kinds of recipients, for the following purposes:

Recipient	Purpose
Australian Government Department of Education	Student enrolment, statistical and tuition-assistance reporting (including through the TCSI system) under the Higher Education Support Act 2003
Australian Taxation Office	FEE-HELP loans deferred through the taxation system
TEQSA	Regulatory reporting on student performance, progression and satisfaction, and staff qualifications
Department of Home Affairs	Student visa compliance reporting for international students under the ESOS Act
Tuition Protection Service	Tuition assurance for students
Commonwealth Ombudsman (Overseas Students)	Responding to complaints or appeals lodged by international students
Services Australia (Centrelink)	Enrolment information for students receiving benefits
Overseas Student Health Cover provider	Where an international student arranges OSHC through us
Other education institutions	Verifying qualifications, assessing credit, or providing academic records when you transfer (normally with your consent in your application to the other institution)
Service providers	Cloud hosting, student management systems, IT support and other services that support our operations, under contracts requiring them to protect personal information
Emergency services, health providers and emergency contacts	Where there is a serious threat to a person's life, health or safety

Recipient	Purpose
Law enforcement and other agencies	Where required or authorised by law

We never sell personal information or receive payment for licensing or disclosing it, and we do not disclose personal information to third parties so they can market their own products or services to you, without your consent. We do not use or disclose government identifiers as our own identifiers. Beyond confirming that a person is or has been a student, we do not disclose a student's personal information to other students or to people outside AIE Institute except as set out in this policy or with the student's consent.

7 Disclosure of personal information to overseas recipients

Some of our service providers store or process information outside Australia.

We may need to disclose a student's personal information to overseas recipients for the purposes for which the information was collected (such as enrolment, support and progression, and so on). In doing so, we must first ensure the overseas recipient will handle the learner's personal information in accordance with the APPs. Overseas recipients of personal information can include, but are not limited to, education agents and government departments from the learner's home country."

For international students, we may also disclose information to your education agent, sponsor or family in your home country where you have asked us to or would reasonably expect it.

Before we disclose personal information overseas, we take reasonable steps — including binding contractual obligations — to ensure the recipient handles it consistently with the Australian Privacy Principles, and we remain accountable under the Privacy Act for those disclosures.

8 Automated decision-making (ADM)

Other than as set out below, we do not currently use computer programs to make, or substantially assist in making, decisions that could significantly affect your rights or interests. If this changes, we will update this policy.

List of ADM

We are currently undertaking an audit of our software tools for potential use of ADM that significantly affects individuals and will update this list on or before 10 December 2026 in accordance with the Privacy Act.

9 How we hold and protect personal information

We hold personal information electronically (including in cloud-based systems) and in paper files. We protect it with access controls and password protection, network monitoring, and physical security for paper records, and we take reasonable steps to restrict staff access to those who need the information to carry out their responsibilities. We take reasonable steps to destroy or de-identify personal information by secure means when it is no longer needed and we are no longer required by law to retain it.

We comply with the Notifiable Data Breaches scheme. If a data breach occurs that is likely to result in serious harm, we will notify the affected individuals and the OAIC.

10 Accuracy of your information

We take reasonable steps to keep personal information accurate, complete and up to date. Students can update most of their own details through the student portal, and we encourage you to keep them current.

11 Accessing and correcting your personal information

You can ask for access to the personal information we hold about you, and ask us to correct it, by contacting our Privacy Officer using the details below. We will verify your identity, respond within 30 days, and provide access in the form you request where reasonable and practicable. There is no standard charge for making a request, and any charge for giving access will be reasonable and notified to you in advance.

In limited circumstances the Privacy Act allows or requires us to refuse access or correction — for example, where access would unreasonably affect someone else's privacy or relates to legal proceedings. If we refuse, we will tell you why in writing, and how to complain. Some information must be retained by law even if you ask us to remove it.

12 Complaints

If you believe we have not handled your personal information in accordance with the Privacy Act or this policy, please contact our Privacy Officer. We will acknowledge your complaint promptly, investigate it, and aim to respond within 30 days. Putting your complaint in writing will help us deal with it but is not required.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner at www.oaic.gov.au or 1300 363 992.

13 Contact us

AIE Institute — privacy@aie.edu.au