

Privacy Policy

All Trades And Licenses Pty Ltd • ABN 52 698 742 504 • Version 1.0 • 21 October 2026

1. About this policy

All Trades And Licenses Pty Ltd ("All Trades and Licenses", "we", "us") respects your privacy. This policy explains what personal information we collect, how we hold, use and disclose it, and how you can access or correct it or make a complaint. We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Our status. We have applied to the Australian Skills Quality Authority (ASQA) for registration as a registered training organisation (RTO) and are not yet registered. At present we only collect information from people who contact us or complete our RPL eligibility questionnaire. The parts of this policy about students apply once we are registered and you enrol.

2. The information we collect

When you enquire or complete our eligibility questionnaire: your name, email address and phone number, the qualification you are interested in, your answers (such as your years of experience and whether you have referees and a resume), anything you choose to tell us, and the details of any call you book with us.

If you enrol with us: your identity and contact details, date of birth and Unique Student Identifier (USI); your education and employment history; evidence of your work for recognition of prior learning (such as photographs, videos, job records and references) and the contact details of referees you nominate; your language, literacy, numeracy and digital skills results; your assessment records and results; and your payment records.

National VET data rules require us to collect some sensitive information from students, such as disability, Aboriginal and Torres Strait Islander status, country of birth and language spoken at home. We only collect sensitive information with your consent or where the law requires it.

Card payments are processed by our payment provider. We do not store your card number.

3. How we collect it

We collect personal information directly from you: through our website and eligibility questionnaire, by phone, email and video call, and on our forms. With your knowledge, we may also collect it from referees and supervisors you nominate, your employer or host workplace, the USI Registrar, and other training providers when you apply for credit transfer. Our website and questionnaire also collect some information automatically (section 6).

4. Why we collect and use it

- to respond to your enquiry and give you information about our qualifications;
- to work out whether recognition of prior learning suits you, and to carry out your pre-enrolment review;
- to enrol you, deliver your assessment and any gap training, verify your evidence and referees, and issue your qualification or statement of attainment;

- to meet our legal obligations, including reporting under the National Vocational Education and Training Regulator Act 2011, the Data Provision Requirements 2020 and the Student Identifiers Act 2014;
- to support you, handle complaints and appeals, and improve our services; and
- to send you information about our services, which you can opt out of at any time (section 11).

5. Who we disclose it to

We never sell or rent your personal information. We only disclose it for the purposes above, with your consent, or where the law requires it. Depending on your situation, that may include:

- the National Centre for Vocational Education Research (NCVER), ASQA, and Commonwealth, State and Territory government departments and agencies, as required for national VET data collection and regulation;
- the Student Identifiers Registrar, to verify your USI and record your results on your authenticated VET transcript;
- your employer, if your employer is paying for your training;
- organisations that carry out national student and employer surveys for government;
- a licensing body such as QBCC, only where you ask us to provide information to support your licence application; and
- service providers who help us run our business, such as our student management system, customer relationship and booking system, email and cloud storage, payment provider, IT support and accountant. They may only use your information to provide their services to us.

6. Our website, questionnaire and cookies

Our website and eligibility questionnaire use cookies and similar technologies. The questionnaire records which steps are completed, and uses analytics and advertising tools, including Meta Pixel (Facebook) and Cloudflare, to help us understand how it is used and to measure our advertising. These tools may collect information such as your IP address, browser and device type and the pages you visit. Our website loads fonts from Google Fonts, which receives your IP address when the page loads. You can block or delete cookies in your browser settings, although parts of the questionnaire may then not work as intended.

7. Overseas disclosure

Some of our service providers store or process information outside Australia. For example, our customer relationship and booking system and the advertising and analytics tools described in section 6 may store information in the United States. Where this happens, we take reasonable steps to make sure the provider protects your information in line with the Australian Privacy Principles.

8. How we keep it secure

We store information electronically in secure, access-controlled systems with multi-factor authentication, encryption in transit and at rest, routine security updates and automated daily backups. Only authorised people who need the information for their work can access it, and our staff are trained in privacy and data security. When we check your identity documents, we record that we sighted them and do not keep copies once your identity has been verified.

9. How long we keep it

We keep enquiry details only for as long as we need them to respond and follow up with you, unless you ask us to delete them sooner. Once you enrol, we keep your student records for at least seven years after your course ends, and records of the qualifications and statements of attainment we issue for 30 years, as the law requires. When we no longer need information, we securely destroy or de-identify it.

10. Accessing and correcting your information

You can ask to see the personal information we hold about you, or ask us to correct it, by contacting us (section 14). We will respond within 30 days. There is no charge to view or correct your information; a \$10 fee applies if you ask for photocopies of student records. If we cannot give you access or make a correction, we will tell you why in writing.

11. Marketing

We only send marketing to people who have contacted us or asked to hear from us, and every email includes a way to unsubscribe. You can also opt out at any time by contacting us. We do not cold call, and we follow the Spam Act 2003 and the Do Not Call Register Act 2006.

12. Data breaches

If a data breach is likely to cause serious harm to anyone whose information is involved, we will notify the people affected and the Office of the Australian Information Commissioner (OAIC), as required by the Notifiable Data Breaches scheme.

13. Privacy complaints

If you are concerned about how we have handled your personal information, please contact us first (section 14). We will acknowledge your complaint within 24 hours and give you a written response within 14 calendar days. If you are not satisfied with our response, you can complain to the OAIC at www.oaic.gov.au or on 1300 363 992.

14. Contact us

Privacy Officer: Mitchell Lingard, Managing Director

Email: info@alltradesandlicenses.com

Phone: 0427 666 131

15. Changes to this policy

We may update this policy from time to time. The current version is always available on our website, alltradesandlicenses.com.