

WEBSITE PRIVACY POLICY & PROCEDURE

Introduction

The Kings Own International College (KOIC) is committed to protecting the privacy and personal information of all individuals who interact with our website, ensuring the responsible collection, handling, and storage of personal information. This Privacy Policy explains how KOIC manages personal data in accordance with the *Privacy Act 1988 (Cth)*, the *Australian Privacy Principles (APPs)*, and how KOIC upholds those standards, collecting, using, disclosing and securing personal data.

This policy reflects KOIC's responsibilities under the:

- Education Services for Overseas Students Act 2000
- National Code of Practice 2018
- ELICOS Standards 2018
- Australian Consumer Law
- Data Provisions Requirements 2020
- Privacy Act 1988
- Spam Act 2003
- Standards for RTOs 2025
- KOIC's internal Data Integrity and Provision of Information Policy

Purpose

The purpose of this Privacy Policy is to:

- Inform website users about what personal information KOIC collects, and how that information is used, stored, disclosed, and protected;
- Ensure transparency around KOIC's data practices and users' rights regarding their personal information;
- Support compliance with all applicable privacy and data management legislation and regulatory frameworks;
- Establish clear standards for privacy in line with KOIC's commitment to information integrity, security, and continuous improvement.

Scope

This policy applies to all personal information collected through KOIC's official website at www.ausacademy.edu.au, as well as any associated forms, applications, online systems, or third-party platforms managed on behalf of KOIC.

Website Disclaimer

The information on the www.ausacademy.edu.au website is provided by the Kings Own International College (KOIC) for general information purposes only and is not intended to substitute formal training product information as outlined in pre-enrolment documentation.

While every effort is made to ensure the information is current and correct, KOIC makes no representations or warranties of any kind—express or implied—about the accuracy, completeness, reliability, suitability, or availability of the information, programs, or services mentioned.

KOIC reserves the right to change, suspend, or discontinue any course, policy, fee, procedure, or content at any time without notice.

Although KOIC strives to maintain uninterrupted access, we take no responsibility for—and will not be liable for—the website being temporarily unavailable due to technical issues beyond our control.

By using KOIC's website or submitting personal information through it, users consent to the practices described in this policy.

Definitions

Australian Privacy Principles (APPs)	A set of principles under the <i>Privacy Act 1988</i> governing the handling of personal information.
Data Provision Requirements	Obligations for RTOs to collect and report accurate data to regulatory bodies.
Privacy Act 1988	The Privacy Act 1988 is an Australian law that regulates the handling of personal information about individuals. It includes rules about how personal information is collected, used, stored, and disclosed, as well as access and correction rights for individuals.

Regulatory and Legislative Requirements

- Australian Privacy Principles (APPs)
- Data Provision Requirements 2020
- Privacy Act 1988 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012

Website Privacy Procedure

1. Collection of Personal Information

KOIC may collect personal information directly or indirectly through:

- Online enquiry or contact forms
- Course applications and enrolment forms
- Newsletter subscriptions
- Event or webinar registrations
- Online chats and support services
- User-generated submissions of feedback

By accessing or submitting information through www.ausacademy.edu.au, you consent to KOIC collecting personal data including but not limited to:

- Full name, email address, phone number, mailing address
- Course or event booking details
- Enquiry submissions and survey responses
- Educational and employment history

- Nationality and visa status
- Device information, browser cookies, IP address
- Subscription or marketing preferences.

2. Use of Personal Information

KOIC collects personal information only when it is necessary for the functions of student services, marketing, enrolments, administration, or compliance.

KOIC may use your personal information to:

- Respond to your enquiries or processing applications.
- Provide updates on courses or services.
- Send newsletters and marketing communications (in line with the Spam Act 2003).
- Delivering events, workshops, and support services.
- Comply with our legal and regulatory obligations under the Standards for RTOs, ESOS Act, ELICOS Standards, and National Code.

3. Storage and Security

KOIC uses secure systems to store your information and takes reasonable steps to protect it from misuse, loss, or unauthorised access. This includes

- Role-based access restrictions
- Secure, encrypted cloud storage
- Password protection and physical file security
- Locked storage for hardcopy records.

Despite these safeguards, no system is immune to breach. KOIC cannot guarantee complete security and disclaims liability for unauthorised access that occurs beyond our control.

4. Marketing and Communication

KOIC complies with the Spam Act 2003 and will not send unsolicited commercial messages. You may opt out of marketing emails at any time via the unsubscribe link or by contacting us directly.

5. Industry Accuracy under Australian Consumer Law

KOIC ensures that:

- All course and service information is accurate and not misleading
- No false promises are made regarding employment, migration, or academic outcomes
- Testimonials and promotional material are authentic and verifiable

Any concerns about misleading content should be raised with KOIC immediately for review.

6. Access and Correction of Personal Information

You may request access or correction of your personal information held by KOIC. Requests are to be directed to the Marketing Team (details below).

Current and past students of the Kings Own International College (KOIC) have the right to request access to, or correction of, the personal information KOIC holds about them. This may include personal and contact details, course enrolment history, academic progress, and records of AQF certification or statements of attainment issued. Requests

must be submitted to the KOIC Student Services Team using the **Request to Access Records Form**, which is available upon request via email or accessible from our website. To protect your privacy, individuals will be required to verify their identity before access to records is granted.

KOIC aims to process access and correction requests within 10 working days of receipt.

7. Complaints about Privacy

If you believe KOIC has breached your privacy rights or this Website Privacy Policy, you are encouraged to raise your concern with us as soon as possible. KOIC treats all privacy complaints seriously and will manage them in accordance with its *Complaints and Appeals Policy and Procedure*, ensuring fairness, transparency, and timely resolution.

Contact Us

For any privacy queries, complaints, or requests to access/correct your personal information, please contact:

Kings Own International College

Level 7, 7 -11 York Street
Sydney
NSW 2000

Email: info@koic.nsw.edu.au

Phone: +61 2 9163 8903

Website: www.koic.nsw.edu.au

Monitoring and Review

KOIC's Website Privacy Policy is reviewed every two years, or as needed, to ensure its ongoing relevance, accuracy, compliance with relevant legislation. Reviews may also be triggered earlier in response to significant changes in legislation or regulatory requirements, changes to KOIC's data handling practices, website platforms, or marketing systems, or findings from internal audits, complaints or incidents involving data breaches and privacy concerns.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	May 2025	Website Privacy Policy	CEO		Compliance Team	May 2026
V2.0	Apr 2026	Re-brand of policy to KOIC and updated contact details	CEO	1 Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

Author:	Compliance Officer
Policy owner:	Compliance Officer

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