

## 1. Introduction

uSkills Australia ("uSkills", "we", "us", or "our") is committed to protecting your privacy and managing your personal information responsibly and transparently, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). We recognise the importance of your privacy rights and are dedicated to maintaining the confidentiality, integrity, and security of the personal information entrusted to us.

This Privacy Policy outlines our practices for the collection, use, disclosure, storage, and protection of personal information provided by you or collected through your interactions with us, including through our website, telephone consultations, email communications, document submissions, and other forms of engagement. It also describes your rights under Australian privacy law and how you can access or correct your personal information or make a complaint.

This Policy applies to all current and prospective clients, website users, and individuals whose personal information may be handled in connection with uSkills' education support services. By accessing our website, submitting documents, communicating with us, or using our services in any form, you confirm that you have read, understood, and agreed to the terms set out in this Privacy Policy.

If you do not agree with this Privacy Policy, you should refrain from using our website or providing your personal information to us.

Definitions:

- **Australian Privacy Principles (APPs):** A set of legally binding principles under the Privacy Act 1988 (Cth) that govern the handling of personal information by Australian government agencies and certain private sector organisations.
- **Client / You / Your:** Any individual who uses uSkills services, including prospective, current, and former clients.
- **Data Breach:** An incident involving unauthorised access to, disclosure of, or loss of personal information that may lead to serious harm to individuals.
- **De-identified Information:** Information that has been processed to remove all personal identifiers, rendering it no longer capable of identifying an individual.
- **Personal Information:** Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or not.
- **Privacy Act 1988 (Cth):** The primary law that regulates the handling of personal information in Australia.
- **Partner RTO:** A Registered Training Organisation with which uSkills collaborates to facilitate RPL assessment and issue nationally recognised qualifications.
- **RPL (Recognition of Prior Learning):** A process that assesses an individual's existing skills and knowledge to determine whether they meet the requirements of a particular qualification.
- **Sensitive Information:** A subset of personal information that includes health data, racial or ethnic origin, political opinions, religious beliefs, criminal record, and other specific categories defined under the Privacy Act.
- **uSkills / We / Us / Our:** Refers to uSkills Australia, the operator of the education support services described in this Privacy Policy.
- **Website:** Refers to the digital platform operated by uSkills, located at [www.uskills.com.au](http://www.uskills.com.au).
- **Anonymised Data:** Data that has been stripped of personally identifiable information and cannot be used to identify an individual, either directly or indirectly. *(Continued on next page)*

- **Consent:** A freely given, specific, informed, and unambiguous indication of a person's wishes by which they, by a statement or clear affirmative action, signify agreement to the processing of their personal information.
- **Data Retention:** The process of storing personal information for a defined period to meet legal, operational, or regulatory requirements, after which the data is securely destroyed or de-identified.
- **Microsoft OneDrive:** A secure, cloud-based file storage service used by uSkills to host and manage client documentation in accordance with Australian data sovereignty requirements.
- **OneDrive Folder:** A private digital workspace within Microsoft OneDrive provided to each client for the secure exchange of RPL-related documents and communications.
- **Third-Party:** An individual or entity not employed by or directly controlled by uSkills, including Partner RTOs, service providers, or regulatory authorities.
- **Cookies:** Small data files stored on a user's device by a website to remember preferences or track usage behaviour for analytics and performance purposes.
- **Notifiable Data Breach (NDB) Scheme:** A legal framework under the Privacy Act 1988 (Cth) requiring organisations to notify affected individuals and the OAIC when a data breach is likely to result in serious harm.

## 2. Who We Are

uSkills is an Australian-based, independent education support service provider that specialises in assisting individuals who are seeking formal recognition of their existing skills and experience through the Recognition of Prior Learning (RPL) process. Our services are designed to guide clients through the often complex RPL pathway by offering tailored support in preparing documentation, understanding qualification frameworks, and coordinating with relevant Registered Training Organisations (RTOs).

It is important to note that uSkills is not a Registered Training Organisation (RTO), and we do not deliver nationally recognised training or issue qualifications. Instead, we act as a liaison and support provider, helping clients gather, organise, and present their workplace evidence in alignment with qualification requirements as assessed by one or more of our approved Partner RTOs.

Our role includes:

- Conducting preliminary consultations to assess potential eligibility for RPL;
- Providing personalised coaching and evidence preparation support;
- Coordinating with Partner RTOs to facilitate formal assessment and enrolment processes;
- Offering secure platforms (such as Microsoft OneDrive) for document storage and communication.

We work only with reputable and compliant RTOs that are authorised to issue nationally recognised qualifications in Australia. For a list of our current Partner RTOs or to learn more about our role in the RPL ecosystem, please visit [www.uskills.com.au](http://www.uskills.com.au) or contact us directly.

## 3. What Personal Information We Collect

We may collect, hold, and manage a range of personal information to support our service delivery, including but not limited to:

- Full name;
- Residential and postal address;
- Email address and phone number(s);
- Date of birth;
- Employment and work history, including roles, responsibilities, and achievements;
- Educational background, including previously completed qualifications and institutions attended;
- Recognition of Prior Learning (RPL) evidence such as resumes, position descriptions, reports, photos, project files, client correspondence, and performance reviews;
- Course interests, qualification preferences, and enrolment intentions;
- Records of communications and interactions with our staff (including phone calls, emails, and messages);
- Website interaction data, usage logs, and IP address (if collected during use of digital services);
- Any other information you voluntarily provide in the course of using our services. *(Continued on next page)*

We may also collect:

- Information required to verify your identity;
- Documents uploaded by you to our secure OneDrive platform;
- Feedback or survey responses you submit as part of our client experience improvement initiatives.

We aim to collect only the personal information that is reasonably necessary for our functions and services.

#### 4. How We Collect Your Information

We collect personal information directly from you during the course of your interactions with us. This may occur through:

- Online enquiries submitted via our website;
- Consultations and coaching sessions conducted over the phone, via video conference, or in person;
- Documents and supporting materials uploaded to our secure Microsoft OneDrive folder;
- Completion of qualification interest forms or enrolment-related documentation;
- Phone calls, email communications, SMS, and correspondence via social media platforms.

In addition, we may collect information:

- Through customer satisfaction surveys and user feedback tools;
- When you interact with our digital tools, applications, or content;
- During ongoing support throughout your RPL journey.

We may also receive personal information indirectly from third parties where required for service delivery, including:

- Partner RTOs, where assessment-related documentation or feedback is shared with us in the context of your engagement;
- Third-party education and employment platforms, where you have provided consent for your data to be accessed and used in support of your RPL application.

Where personal information is collected from third parties, we take reasonable steps to confirm that you have consented to the disclosure and to verify the accuracy of the information provided.

#### 5. How We Use Your Information

Your personal information is collected and used for the primary purpose of providing education support services and facilitating your engagement with the Recognition of Prior Learning (RPL) process.

This includes:

- Reviewing and organising your documentation for completeness and alignment with qualification criteria;
- Coordinating communication and data exchange with our Partner RTOs for enrolment, assessment, and qualification issuance;
- Maintaining your client profile and progression through the RPL support lifecycle;
- Responding to your questions, concerns, or requests for guidance;
- Keeping records of communications and documents relevant to your case;
- Satisfying internal operational requirements, reporting standards, and compliance obligations.

We may also use your personal information for related secondary purposes, such as:

- Enhancing the quality and relevance of our support services;
- Performing internal audits and service delivery reviews;
- Conducting staff training and professional development;
- Monitoring and analysing user engagement trends on our website;
- Managing data integrity, system performance, and cybersecurity monitoring. *(Continued on next page)*

We will only use your information in ways that are consistent with the purpose for which it was collected, or as otherwise permitted by law. Where a new purpose arises that is materially different, we will seek your consent before proceeding.

## 6. Disclosure of Personal Information

uSkills may disclose your personal information to third parties where it is reasonably necessary for the delivery of our services, where required by law, or where you have provided your consent. Such disclosures may include, but are not limited to:

- **Partner Registered Training Organisations (RTOs):** We work with selected and compliant RTOs to facilitate enrolment, assessment, and the issuance of qualifications. Your personal information, including evidence files, communication records, and relevant background information, may be shared with the RTO(s) to enable these processes.
- **uSkills Staff, Advisors, and Contractors:** Your information may be accessed by our employees, consultants, and contractors who need it to perform their roles and deliver services. All personnel are bound by confidentiality obligations and internal data protection protocols.
- **Third-party IT Service Providers:** This includes secure cloud storage and document sharing platforms, such as Microsoft OneDrive, used to host and manage your personal documents. These providers operate under strict data security arrangements and store data exclusively within Australian jurisdictions.
- **Government Authorities or Regulators:** We may disclose your information where required to comply with legal obligations, respond to lawful requests, or assist with investigations carried out by regulators or enforcement bodies.
- **Professional Advisors:** If needed for business risk management or legal compliance, we may disclose personal data to external auditors, legal advisors, or insurers, under appropriate confidentiality arrangements.

We will not sell, rent, or otherwise disclose your personal information for unrelated marketing purposes. All disclosures are made with care and only to the extent necessary to achieve the purpose of your engagement with uSkills.

We require all third parties with whom we share personal information to comply with Australian privacy laws and to maintain the security and confidentiality of your data. All data is stored and managed within Australia, consistent with Australian data protection standards.

## 7. Data Security and Storage

uSkills takes the security of your personal information seriously and has implemented robust measures to safeguard the confidentiality, integrity, and availability of the data we hold. We adopt a layered approach to information security, consistent with industry best practices and legal obligations under the Privacy Act 1988 (Cth).

We take reasonable steps to protect personal information from:

- Unauthorised access, use, or disclosure;
- Loss, theft, or destruction;
- Misuse or interference;
- Unauthorised alteration or corruption.

Our security measures include but are not limited to:

- Use of encrypted cloud-based storage (Microsoft OneDrive) hosted on Australian servers;
- Role-based access controls that limit staff access to information strictly on a need-to-know basis;
- Mandatory confidentiality agreements for all employees, contractors, and advisors with data access;
- Regular reviews of security protocols and user access levels;
- Secure communications practices when transmitting data electronically;
- Ongoing staff training on privacy compliance and secure data handling. *(Continued on next page)*

Where documents or data are stored digitally, they are protected by multi-factor authentication, secure login protocols, and encryption technologies. All physical and electronic data management systems are monitored and maintained to minimise the risk of cyber threats, data breaches, or service disruptions.

In the event of any suspected or confirmed data breach involving personal information, uSkills will act promptly in accordance with its Data Breach Response Plan and notify affected individuals and the Office of the Australian Information Commissioner (OAIC), where required by law.

We review and update our security measures regularly to address emerging risks and incorporate technological advancements, ensuring that your data remains secure throughout the lifecycle of our engagement with you.

## 8. Access and Correction of Information

You have the right to access the personal information that uSkills holds about you, and to request corrections where you believe that the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading.

Requests for access or correction can be made by contacting us via email at [hello@uskills.com.au](mailto:hello@uskills.com.au). Please include sufficient details to identify yourself and the specific information you wish to access or amend. We may need to verify your identity before processing your request to ensure your information is protected from unauthorised disclosure.

We aim to respond to all access and correction requests within a reasonable timeframe, typically within **30 calendar days**, as required under the **Australian Privacy Principles**. In some cases, we may be permitted to refuse access (e.g. if access would unreasonably impact the privacy of others or breach legal confidentiality obligations). If we refuse your request, we will provide written reasons for the refusal and outline how you may lodge a complaint.

There is generally no charge for requesting access to your personal information or for corrections. However, in cases where a large volume of material is requested or significant time is required to retrieve the information, we may charge a reasonable administrative fee. You will be notified of any fees in advance.

We are committed to maintaining accurate and up-to-date personal records and encourage you to notify us promptly of any changes to your personal information.

## 9. Data Retention

uSkills retains personal information only for as long as it is reasonably necessary to fulfil the purposes for which it was collected, or as required to comply with legal, regulatory, or operational obligations.

In general, we will retain your personal information for the duration of your engagement with us and for a period thereafter, depending on the nature of the information and the requirements of applicable laws. For example:

- Records relating to RPL processes and client engagement may be retained for up to **seven (7) years** to meet regulatory, audit, and accountability obligations.
- Communications, enrolment data, and documentation shared with Partner RTOs may be retained in line with those organisations' policies and requirements.

Once the information is no longer required for the purpose it was collected—and no legal obligation requires its continued retention—we will take reasonable steps to either **securely delete** or **de-identify** the information in our systems.

Our document and data destruction procedures ensure that all physical and digital records are disposed of securely, including:

- Permanent deletion of digital files from our Microsoft OneDrive storage systems;
- Secure erasure protocols for archived electronic documents;
- Cross-cut shredding or certified destruction of physical documents (if held);
- Routine audits to confirm compliance with our data retention and disposal schedule.

We also review the information we hold on a regular basis to assess whether continued retention is necessary, and update or remove records accordingly. *(Continued on next page)*

If you have any questions about how long your specific records will be held or how they will be securely disposed of, you are welcome to contact us.

## 10. Cookies and Website Analytics

When you visit the uSkills website, we may automatically collect non-personally identifiable information through the use of **cookies** and other **tracking technologies**. Cookies are small text files stored on your device that help us understand how you use our website and improve your browsing experience.

The information collected may include:

- Browser type and version;
- Operating system and device type;
- IP address (anonymised);
- Date, time, and duration of your visit;
- Pages visited and links clicked;
- Referring URLs (e.g. the website you came from).

We use this data to:

- Analyse website traffic and user behaviour trends;
- Optimise website performance, structure, and content;
- Improve the usability and functionality of our digital platforms;
- Detect technical issues and security vulnerabilities.

Cookies used on our website may be **first-party cookies** (set by uSkills) or **third-party cookies** (e.g. from analytics providers like Google Analytics). All data collected through cookies is used in an aggregated and anonymised format and does not identify individual users.

You can manage your cookie preferences or disable cookies entirely through your web browser settings. Please note that disabling cookies may affect the functionality of certain parts of our website.

We do not use cookies to collect sensitive information or to track you across unaffiliated websites for advertising purposes.

If you have any concerns about our use of cookies or the data collected through them, please contact us.

## 11. Overseas Disclosure

uSkills is committed to ensuring that your personal information is protected under Australian privacy law, including maintaining data sovereignty within Australian borders.

We confirm that **uSkills does not transmit, disclose, or store personal information outside of Australia**. All client data, including supporting documentation, communications, and enrolment information, is hosted and managed via **Microsoft OneDrive**, with servers located exclusively within Australia and operating under Australian data protection standards.

We take active steps to ensure that all third-party providers we engage, including cloud storage services, maintain robust infrastructure and privacy practices that are compliant with the **Privacy Act 1988 (Cth)**. This includes requiring contractual commitments from service providers that data will be stored and accessed only within Australia, and subject to appropriate security measures.

In the event that overseas disclosure becomes necessary in the future—for instance, due to a change in service provider or operational requirements—we will:

- Take reasonable steps to ensure that the overseas recipient complies with privacy laws that are substantially similar to the Australian Privacy Principles;
- Obtain your consent prior to any transfer, where legally required;
- Provide you with clear information about where your data is going and how it will be protected.

As at the date of this Privacy Policy, no overseas disclosures of personal information occur as part of uSkills' standard business operations. *(Continued on next page)*

## 12. Jurisdiction and Complaints

This Privacy Policy is governed by and construed in accordance with the laws of **Queensland, Australia**. By using our services or submitting your personal information to us, you agree to submit to the exclusive jurisdiction of the courts of Queensland in the event of any dispute arising in connection with this Privacy Policy.

If you believe that your personal information has been mishandled or if you have any concerns about a possible breach of your privacy, we encourage you to contact us directly in the first instance. We will treat your complaint seriously and handle it in accordance with our internal complaint resolution procedures.

Upon receiving your complaint, we will:

- Acknowledge receipt of your complaint within **5 business days**;
- Investigate the matter thoroughly and impartially;
- Contact you if further information is required;
- Provide a formal response or resolution within **30 calendar days**, where practicable.

If you are not satisfied with our handling of your complaint, you may escalate your concern to the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au) or by calling 1300 363 992.

## 13. Updates to This Policy

uSkills may update this Privacy Policy from time to time to reflect changes in our business operations, legal obligations, service offerings, or privacy practices. Updates may also be required to remain compliant with amendments to the **Privacy Act 1988 (Cth)**, evolving industry standards, or recommendations from regulatory authorities such as the **Office of the Australian Information Commissioner (OAIC)**.

We will publish the most current version of this Privacy Policy on our website at **[www.uskills.com.au](http://www.uskills.com.au)**. Each version will include an updated **Effective Date** at the top of the document for easy reference.

Where a material change is made—such as how we collect, use, or disclose your personal information—we will take reasonable steps to notify you of the changes. This may include issuing an email notification (where appropriate) or placing a clear notice on our website.

We encourage you to review this Privacy Policy periodically so that you are aware of how we handle your personal information and understand your rights and obligations. Your continued use of our website or services following the publication of an updated Privacy Policy constitutes your acceptance of the revised terms.

If you do not agree to any amendments made, you should discontinue your use of our services and contact us to discuss any concerns.

## 14. Contact Us

### How to Contact Us

If you have any questions, concerns, or complaints you may contact us using the details below:

*The CEO  
uSkills Australia  
Trading as uSkills  
Level 4, 260 Queen Street  
Brisbane City QLD 4000  
Australia*

*Phone: 1300 165 370*

*Email: [hello@uskills.com.au](mailto:hello@uskills.com.au)*

*Website: [www.uskills.com.au](http://www.uskills.com.au)*

Our standard business hours are Monday to Friday, 9:00am to 5:00pm AEST (excluding public holidays). We aim to respond to all written enquiries within five (5) business days.