
Privacy Policy

Document Number: ATIM-ORG-POL-005

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Review Timing: 24 Months

Last reviewed: 07.01.2026

Version: 2.4

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1 Policy Statement

ATI-Mirage is committed to protecting the privacy and personal information of all staff, students, clients, and stakeholders. We collect, use, store, and disclose personal information lawfully, fairly, and transparently, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy ensures that personal information is handled responsibly, securely stored, and used only for the purposes for which it was collected. ATI-Mirage respects the rights of individuals to access, correct, and control their personal information, and safeguards it from misuse, loss, unauthorised access, modification, or disclosure.

2 Scope

This policy applies to:

- All staff, students, and clients of ATI-Mirage
- Third-party contractors, providers, and service partners acting on behalf of ATI-Mirage
- All processes and systems related to the collection, handling, storage, use, disclosure, and disposal of personal information

3 Collection of Personal Information

ATI-Mirage will only collect personal information that is reasonably necessary for our business functions, particularly for the delivery of education and training services, and to comply with government reporting obligations.

3.1 Types of personal information we may collect include:

- Identity information: full name, date of birth, gender, residential address, nationality, country of birth
- Contact details: phone number, email address, emergency contact
- Student information: USI, course enrolment and completion details, attendance, progression, outcomes
- Financial information: tuition fees, prepayments, invoices, government-funded training records
- Sensitive information: such as health, disability, or language needs (only with consent and where necessary)

3.2 All information will be collected:

- Directly from the individual, wherever possible
- Via secure and lawful methods (e.g., forms, online systems, verbal communication during enrolment)

4 Use and Disclosure of Personal Information

ATI-Mirage will only use or disclose personal information for:

- The purpose for which it was collected (e.g., course enrolment, delivery, support, administration)
- Related secondary purposes which the individual would reasonably expect
- Where required or authorised by law (e.g., for AVETMISS reporting to NCVER, audits by ASQA/TAC, government contract compliance)
- With the individual's prior written consent

4.1 Disclosure to third parties

(e.g., cloud service providers, auditors, government bodies) will only occur where:

- The third party complies with equivalent privacy obligations
- There is a valid business or legal reason
- The individual is informed via privacy notices

5 Security of Personal Information

ATI-Mirage is committed to protecting personal information through a combination of physical, technical, and administrative safeguards. We take all reasonable steps to:

1. Restrict access to authorised personnel who require it to perform their duties
2. Ensure staff and contractors are:
 - Trained in information security and privacy responsibilities
 - Bound by confidentiality and organisational policy
3. Implement secure systems, including:
 - Password-protected networks, encryption, multi-factor authentication
 - Regular backups and access monitoring
 - Incident response procedures for managing data breaches
4. Minimise retention by securely destroying personal information when no longer required under law or business need

6 Use of Artificial Intelligence (AI) Tools

ATI-Mirage may utilise artificial intelligence (AI) technologies to support internal operations, improve service delivery, and enhance data management. However, to protect personal information and maintain compliance with privacy obligations:

- Only AI tools that are hosted internally or integrated securely within ATI-Mirage's controlled IT environment will be used.
- Individual ATI Mirage sign ins will be utilised to protect all relevant data.
- Public or externally hosted AI platforms (e.g., ChatGPT or similar services) will not be used for processing or storing personal information.
- All AI tools must comply with ATI-Mirage's data security standards and privacy requirements.

6.1 Responsible Use

ATI Mirage abides by the key principles of Microsoft's Responsible AI Standards which encompasses:

- **Fairness:** AI systems should treat all individuals equitably, ensuring that opportunities, resources, and information are allocated fairly without discrimination based on personal characteristics.
- **Reliability and Safety:** AI systems must perform reliably and safely across various conditions and contexts, including those they were not originally designed for. This ensures that they function as intended and do not pose risks to users.
- **Privacy and Security:** AI systems should be designed with privacy in mind, ensuring that personal data is protected and that security measures are in place to prevent unauthorised access or misuse.
- **Inclusiveness:** AI systems should empower and engage everyone, regardless of their background or abilities. This principle emphasizes the importance of designing AI that is accessible and beneficial to all users.
- **Transparency:** AI systems should be understandable to users, providing clear information about their capabilities and limitations. This helps build trust and allows users to make informed decisions about their use.
- **Accountability:** There should be clear accountability for AI systems, with oversight mechanisms in place to ensure that humans remain in control and responsible for the outcomes of AI technologies.

6.2 Australian & Western Australian AI Principles

- Human, societal and environmental wellbeing
- Human-centred values
- Fairness
- Privacy protection and security
- Reliability and safety
- Transparency, explainability and contestability
- Accountability
- Accuracy

7 Access, Correction, and Complaints

Under the Privacy Act, individuals have the right to:

- Request access to their personal information
- Request correction of inaccurate, outdated, or incomplete information
- Lodge a complaint if they believe their privacy has been breached

Requests should be made in writing to the ATI-Mirage Privacy Officer. We will respond within a reasonable timeframe, typically within 30 days.

If a complaint is not resolved to the individual's satisfaction, they may contact the Office of the Australian Information Commissioner (OAIC).

8 Privacy Notices and Consent

- ATI-Mirage provides clear privacy notices during enrolment and at relevant touchpoints, informing individuals:
- Why their information is being collected
- How it will be used and stored
- Whether it will be shared and with whom
- Their rights and options regarding their data

9 Data Breach Notification

ATI-Mirage complies with the **Notifiable Data Breaches (NDB) Scheme** under the Privacy Act. If a data breach is likely to result in serious harm, we will notify affected individuals and the OAIC promptly.

10 Continuous Improvement

This policy and our privacy practices are reviewed annually or sooner in response to:

- Legislative changes
- Security incidents or complaints
- Technology updates
- Feedback from users or regulators

11 Related Documents & Resources

- Complaints and Appeals Policy
- Student Handbook
- Staff Code of Conduct
- Records Management Policy
- Microsoft Responsible AI Standard v2
[Responsible AI Principles and Approach | Microsoft AI](#)
- Australia's AI Ethics Principles Date published: 7 November 2019 Date updated: 2 December 2025
[Australia's AI Ethics Principles | Department of Industry Science and Resources](#)
- Western Australian Government Artificial Intelligence Policy, Version 1
[WA Government Artificial Intelligence Policy and Assurance Framework](#)

12 Review and Continuous Improvement

This policy is reviewed every 24 months or as required in line with legislative or operational changes. Feedback and data related to incidents are used to support policy improvements and risk mitigation strategies.