



Privacy Policy



Owner: Company Secretary

Approver: Board

Date: 2 March 2026

EMPLOYEE QUICK REFERENCE GUIDE

DOCUMENT NAME

Privacy Policy

WHAT IS THIS POLICY ABOUT?

This Policy sets out how MEGT collects, uses, discloses, stores, and protects Personal Information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles, and establishes expectations for how employees handle Personal Information in the course of their work.

WHO DOES IT APPLY TO?

This Policy applies to MEGT (Australia) Ltd and its controlled entities and subsidiaries, and to all employees and persons acting on behalf of MEGT who handle Personal Information.

This Policy applies to MEGT and its controlled entities and subsidiaries unless a specific MEGT entity has adopted its own privacy policy that applies to its activities. Where a MEGT entity operates under a separate privacy policy, that policy will apply instead of, or in addition to, this Privacy Policy for the activities it governs.

WHAT IS EXPECTED OF ME?

Employees are expected to:

- only collect and use Personal Information where it is necessary for MEGT's business functions
- handle Personal Information, including Sensitive Information, in accordance with the Privacy Policy and any applicable consent or collection notices
- use only approved systems and processes when handling Personal Information
- take reasonable steps to protect Personal Information from misuse, loss, or unauthorised access
- report suspected privacy incidents or data breaches promptly

WHAT RISKS DOES THIS POLICY ADDRESS?

This Policy addresses risks including:

- unauthorised access, use, or disclosure of Personal Information
- misuse or inappropriate handling of Sensitive Information
- data breaches and security incidents
- non-compliance with privacy legislation and contractual obligations
- reputational harm to MEGT

WHAT SHOULD I DO IF I HAVE A QUESTION?

If you have a concern about the handling of Personal Information, or suspect a privacy incident or data breach, you should report it promptly through MEGT's established internal reporting channels or seek guidance from your manager or the Privacy Officer at privacy@meqt.com.au.

WHERE CAN I FIND MORE INFORMATION?

Further information is available through MEGT's supporting policies, plans, and internal resources, including:

- Privacy Collection and Consent Notices
- Information Systems Acceptable Use Policy
- Code of Conduct
- Data Breach and Incident Response Materials

OWNERSHIP AND REVIEW

OWNER: Company Secretary

APPROVER: Board

REVIEW CYCLE: Biennial

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1 OVERVIEW

- 1.1. This Privacy Policy outlines how MEGT (Australia) Ltd ACN 006 266 280 and its related bodies corporate (together, MEGT, we, us or our) handle personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. This Privacy Policy applies to MEGT and its related bodies corporate unless a specific MEGT entity has adopted its own privacy policy that applies to its activities. Where a MEGT entity operates under a separate privacy policy, that policy will apply instead of, or in addition to, this Privacy Policy for the activities it governs.
- 1.2. The privacy policy that applies to you will be identified at the time your personal information is collected, including through privacy collection notices, consent forms, enrolment or onboarding materials, or the relevant MEGT website or service channel. MEGT operates across a range of functions and regulatory contexts, including education, training, and apprenticeship-related services. The way personal information is collected, used, and disclosed may differ depending on the service being provided and the MEGT entity involved.
- 1.3. You should read this Privacy Policy together with any privacy collection or consent notices provided to you at the time your personal information is collected, as those notices describe how your information will be handled for specific activities or services.

2 PERSONAL INFORMATION

- 2.1. Personal Information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not or recorded in material form or not. MEGT collects, uses, discloses and stores Personal Information to conduct our business functions, services and activities. These business functions, services and activities include:

SERVICE DELIVERY AND RELATIONSHIP MANAGEMENT

To enable MEGT to provide information, programs and services to you, including to:

- identify and communicate with you in the provision of information or services;
- manage and enhance the programs and/or services we provide to you;
- manage and administer any account you may hold with us;
- process and respond to requests, enquiries or complaints received from you.

BUSINESS OPERATIONS AND SYSTEMS MANAGEMENT

To support MEGT's business operations, including to:

- manage our business operations, including maintenance, backup and audit;
- personalise and customise your experiences on our website;
- provide for the safety and security of customers, employees and visitors to our offices.

RECRUITMENT AND EMPLOYMENT

To support recruitment and employment-related activities, including to:

- process any job application submitted by you; and
- conduct pre-employment checks.

COMMUNICATIONS AND ENGAGEMENT

To communicate with you, including to:

- provide you with information that you have asked to receive about us and/or our services; and
- provide you with information that you may be interested in receiving (please see Section 10).

PROGRAM-SPECIFIC ACTIVITIES

To administer specific MEGT programs, including to:

- assess scholarship applications provided by the MEGT Foundation (please see Section 12).

COMPLIANCE, SAFETY AND INCIDENT MANAGEMENT

To meet legal and regulatory requirements and manage risks, including to:

- let you know if your Personal Information is involved in a data or security breach, and to take steps to review what happened and reduce any risk to you; and
- otherwise comply with our regulatory and legal obligations.

- 2.2. If you choose not to provide your Personal Information to us for the purposes set out in this Privacy Policy, or if we do not or are unable to collect the Personal Information required, we may not be able to provide you with requested information or services, or to effectively conduct our relationship with you.

3 COLLECTION OF YOUR PERSONAL INFORMATION

- 3.1. MEGT will only collect the Personal Information we require to carry out our business functions, services and activities. Generally, we will collect Personal Information directly from you where it is reasonable and practicable to do so. The nature and extent of Personal Information that we collect will depend on the nature of your relationship and interactions with us.

TYPES OF PERSONAL INFORMATION WE COLLECT

- 3.2. The types of Personal Information MEGT collects will depend on the circumstances and how you interact with us. In some cases, this may include information that shows who you are and/or is linked to you as a result of your interactions with us. The types of Personal Information that we collect about you may include:
- information about you (e.g. your name, address, contact details, sex and gender, date of birth)
 - information about your interactions with us (e.g. services we provide, applications you've made, complaints and feedback, how you use our online services, access and attendance at MEGT offices)
 - information about your circumstances (e.g. family circumstances, employment details, health and welfare)
 - employment related information (e.g. qualifications, employment history, application forms, resume)

SENSITIVE INFORMATION

- 3.3. We may also collect Sensitive Information about you. Sensitive Information is Personal Information that includes information or an opinion about an individual's racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union membership or associations, sexual orientation or practices, criminal record, health or genetic information and some aspects of biometric information.
- 3.4. We will not collect Sensitive Information about you unless your consent has been obtained, and the information is reasonably necessary to provide you with the requested service or to conduct our relationship with you; or unless the collection is required or authorised by law.

INDIRECT COLLECTION

- 3.5. We may collect your Personal Information from Departments and Agencies of Commonwealth and State Governments of Australia to provide employment and training associated services under contractual arrangements.
- 3.6. MEGT may collect Personal Information about you, including Sensitive Information, indirectly from publicly available sources or from third parties such as your authorised or nominated representative, including referees nominated by you. We will only collect your Personal Information in this way if it is unreasonable or impracticable to collect this information directly from you or if we are otherwise permitted to do so.

UNIQUE STUDENT IDENTIFIERS (USIs)

- 3.7. MEGT may collect, access, verify, and use your Unique Student Identifier (USI) where this is necessary to support admission-related activities or the facilitation of participation in vocational education and training, including apprenticeship and traineeship onboarding and administration, and to meet regulatory or contractual obligations.
- 3.8. MEGT will only collect, access, or verify your USI where you have provided consent to do so. Where a USI is collected or accessed, MEGT will provide notice in accordance with applicable requirements, including through privacy collection notices, consent forms, or onboarding documentation.
- 3.9. USIs are handled as Personal Information and are managed in accordance with this Privacy Policy, including requirements relating to security, access, use, disclosure, and retention.

UNSOLICITED COLLECTION

- 3.10. Sometimes we receive Personal Information for you or authorised third parties which we have not asked for, which can include Sensitive Information. If we receive such information, we will examine whether we are allowed to collect such information and, if we are, we will review the information and handle it in accordance with this Privacy Policy.
- 3.11. If we are not allowed to collect such information, we will destroy or de-identify that information as soon as possible, unless retention is required by law, or where a permitted general situation exists. There may be instances where it is difficult to separate Sensitive Information from other Personal Information, and we may need to retain it. If this is the case, we will manage the information in accordance with this Privacy Policy.

ANONYMITY

- 3.12. You have the option, to interact with MEGT anonymously or using a pseudonym, where reasonably possible. However, for most of your interactions with MEGT, your name, contact information and enough information about the matter will be required to enable us to deal with the matter fairly and efficiently. However, in some cases, it may not be practicable for MEGT to provide services without identifying you.

4 COLLECTION VIA THE MEGT WEBSITE

- 4.1. MEGT's public website (www.megt.com.au) is hosted in Australia. There are a number of ways in which we collect information through our website, including via online tools, as described below. If you have any questions about the tools we use or would like further information, please contact us using the details in Section 14 'Contact MEGT' below.

SOCIAL NETWORKING SERVICES

- 4.2. MEGT uses social networking services such as Facebook, YouTube, LinkedIn and Instagram to communicate with the public about our work. If you communicate with us using these services, we collect the Personal Information you provide to us by engaging in that communication. [Facebook and Instagram](#), [YouTube](#) and [LinkedIn](#) have their own Privacy Policies.

COOKIES

- 4.3. Cookies are small data files stored on your device that help us understand how visitors use our site and remember certain preferences. Information collected through cookies does not ordinarily identify you. However, in some cases such as where an IP address is linked with other data you have provided, it may become Personal Information. Where this occurs, we will handle it in accordance with this Privacy Policy.
- 4.4. Most browsers allow you to choose whether to accept cookies or not. Each browser is different, so check the "Help" menu of your browser to manage your preferences. Some data may still be collected separately by tools such as Google Analytics even though you may have set your preferences to reject all cookies. If you do not want your website data reported by Google Analytics, you can install the [Google Analytics Opt-out Browser Add-on](#).

GOOGLE ADS

- 4.5. MEGT uses Google Ads interest-based advertisements which are visible on third-party websites. Google Ads may publish our advertisements on other websites you may visit. [View Google Privacy Policy](#).

WEB BEACONS

- 4.6. Web beacons are images that originate from a third-party site to track visitor activities. We use web beacons to track the visiting patterns of individuals accessing our website and its usage.

WEB FORMS

- 4.7. MEGT uses web forms to enable you to, for example, make an enquiry via our website. We collect Personal Information that you provide to us while using web forms.

MAILING LISTS

- 4.8. MEGT collects Personal Information, such as contact details, that you provide to us when signing up to the mailing list. Information about you is also collected by us when you open, click on links or download any image in an email sent to you via our mailing list. The information collected may include:

- whether you opened an email sent to you via our mailing list, and which links you click in those emails
- your mail client and if interactions with those emails occurred on a mobile or desktop environment, and
- the geolocation of your IP address

5 USE OF PERSONAL INFORMATION

PRIMARY PURPOSE USES

- 5.1. MEGT uses your Personal Information primarily for the purpose for which it was collected. This ordinarily includes to provide you with requested information or services; to manage the services we provide to you; to process a job application submitted by you, including pre-employment checks; and otherwise the purposes listed in Section 2.1.

JOB APPLICATIONS

- 5.2. MEGT collects your Personal Information when you provide it via a job application for the purpose of ordinarily assessing your job application, including your name, address, contact details and application documentation.

ANALYTICS, BUSINESS IMPROVEMENT & REPORTING

- 5.3. MEGT collects your information using its various analytical tools and platforms. This information will not ordinarily be your Personal Information, because you will not generally be identified or reasonably identifiable from it. To the extent that information collected by those tools is Personal Information, it will be de-identified before use.

ABORIGINAL AND TORRES STRAIT ISLANDER PERSONS

- 5.4. If you are an Aboriginal and/or Torres Strait Islander person, your Personal Information including images, will only be collected with your consent and the following will occur:
- Images of or references to Aboriginal and/or Torres Strait Islander peoples may appear in materials created under the primary purpose for the collection, and these materials may be used into the future.
 - We will include warning text indicating that the materials may include references to and/or images of Aboriginal and/or Torres Strait Islander peoples who have passed away.
 - We will take reasonable steps, if requested, to use your mourning name in updated materials.
 - You may request deletion of your Personal Information, including images, at any time.

6 SECONDARY PURPOSE USES

- 6.1. MEGT may, in certain circumstances, use your Personal Information for a different purpose to that for which it was collected, such as Internal Reporting and Alerts. Internal reports usually use attributes (e.g. type, date, service) about your interactions with us to produce statistical reports about how we operate. MEGT may use Personal Information it holds to generate internal alerts. These alerts may take a number of forms (such as text messages or emails to staff) and are ordinarily generated for staff safety. The alerts may concern notifications on office closure, technology outages, and/or health and safety concerns.

USE OF SENSITIVE INFORMATION

- 6.2. There are some limited exceptions that permit use of Sensitive Information for a secondary purpose without your consent. These include where it is required or authorised by law, or where a permitted general situation exists, such as where we reasonably believe that the use is necessary to lessen or prevent a serious threat to the life, health or safety of an individual or the public.

7 DISCLOSURE

- 7.1. MEGT may disclose or provide access to Personal Information to third parties that are directly connected to the Primary Purpose of collection, including, but not limited to Commonwealth and State Government Agencies, Registered Training Organisations, Work Experience or Host Employer Organisations.
- 7.2. MEGT may disclose Personal Information for purposes other than the purpose for which Personal Information was collected in certain circumstances. These include:
- where you have provided consent to disclosure for a secondary purpose;
 - where the secondary disclosure of your Personal Information is authorised or required by law;
 - where you would reasonably expect MEGT to use it for that secondary purpose; and/or
 - where a permitted general situation exists for MEGT to use or disclosure of the information.

DISCLOSURE AS REQUIRED OR AUTHORISED BY LAW

- 7.3. MEGT will generally only use your Personal Information with your consent or otherwise in accordance with our Privacy Policy, however, there are limited exceptions that permit use of Personal Information for a secondary purpose without your consent. These include where it is required or authorised by law, or where a permitted general situation exists, such as where we reasonably believe that the use is necessary to prevent a serious threat to the life, health or safety of an individual or the public.

EXTERNAL REPORTING

- 7.4. Where MEGT is required to produce certain reports, usually for regulatory oversight of our activities, we may use your Personal Information to generate these reports, however, your Personal Information will be de-identified and/or provided in the form of aggregated data that does not identify you before submission of such reports.

DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

- 7.5. MEGT does not ordinarily disclose your Personal Information to recipients located outside of Australia. If such a situation arises, we will only do so with your consent, a permitted general situation exists, disclosure is otherwise required or authorised by law, or where we have otherwise put in place appropriate safeguards to ensure comparable protection of your Personal Information.

8 STORAGE AND SECURITY OF PERSONAL INFORMATION

GENERAL STORAGE & SECURITY

- 8.1. Personal Information collected digitally by us is held on servers located in Australia. MEGT retains effective control over Personal Information held on those servers and implements a security measures and encryption protocols when we store and access your Personal Information, to reasonably protect Personal Information under our control from misuse, interference, loss, unauthorised access, modification or disclosure. We have procedures and technologies to maintain the security of your Personal Information from the point of collection to the point of destruction.

DESTRUCTION OF PERSONAL INFORMATION

- 8.2. MEGT will take reasonable steps to securely destroy or de-identify Personal Information we hold when it is no longer needed and when we are lawfully authorised or required to do so.

9 ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

- 9.1. You have the right to request access or correction of your Personal Information that MEGT holds. Once you have made a request for access or correction, we must respond to you in relation to your request within 30 days. If you make a request for access or correction, MEGT must give you access to your Personal Information and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that authorises or requires us not to. We will provide you with reasons for the refusal where we are required by law to give those reasons.
- 9.2. If MEGT refuses to correct your Personal Information, you can ask it to associate a statement with your Personal Information, to the effect that you believe the information is incorrect and why. If MEGT makes a correction about information that we have disclosed to others, you can ask us to advise of the correction. MEGT must do so unless there is a valid reason not to.

10 PROMOTION AND MARKETING

- 10.1. MEGT does not sell or otherwise intentionally provide Personal Information to third parties for their direct marketing purposes or related promotional activities.
- 10.2. When you give us Personal Information such as your name, address, telephone number and email address, we record it and may use it to contact you in the future. We may use your Personal Information to send you information about us, our programs and services, industry developments, research or events.
- 10.3. If you receive promotion and marketing related to MEGT or our services by email, you may withdraw your consent for us to send these to you at any time, by using the unsubscribe or opt out options included in the email or other material. Alternatively, you can let us know your preferences by sending an email to info@megt.com.au.

11 CCTV

- 11.1. We use CCTV to record video and images to assist us in the provision of a safe and secure environment for the benefit of those who work at and visit MEGT's offices, and for the protection of our property. Monitoring of CCTV helps us to maintain public safety and maintain the security of our people, visitors and property, assists in the prevention of crime, reduce the fear of crime and offer reassurance to staff; and facilitates the apprehension and prosecution of offenders in relation to crime.
- 11.2. Access to our CCTV video and images which contain Personal Information is strictly controlled and disclosure of CCTV video and images will only be provided to third parties for the purposes outlined above. CCTV video and images are retained only for as long as necessary to fulfil the purpose for which they were collected, after which they are securely deleted.

12 MEGT FOUNDATION

WHAT INFORMATION WE COLLECT

- 12.1. The MEGT Foundation provides scholarships for women who have experienced personal disadvantage to fulfil their career dreams by returning to study. The MEGT Foundation collects Sensitive Information to assess eligibility for financial assistance, community support programs, and to provide appropriate support services. We only collect Sensitive Information where it is reasonably necessary for the Foundation's functions or activities and you have given informed consent, or we are otherwise permitted or required by law to do so.
- 12.2. The MEGT Foundation may collect and handle Sensitive Information where reasonably necessary to carry out its charitable support functions, including the assessment of scholarship applications. This Personal Information is collected directly from individuals through application forms, interviews, correspondence, authorised referees, or indirectly through support services with your consent.

13 HOW TO MAKE A COMPLAINT

- 13.1. If you wish to complain to MEGT about how we have handled your Personal Information, or if you believe we have not complied with this Privacy Policy or the Privacy Act, you can contact MEGT using the details below.
- 13.2. If we receive a complaint from you about how we have handled your Personal Information, we will determine what (if any) actions should be taken to resolve the complaint. We take any privacy complaint seriously, with the aim of resolving any issue in a timely and efficient manner.
- 13.3. If you are not satisfied with the outcome of our assessment of your complaint or the way in which your complaint was handled, you can contact the [Office of the Australian Information Commissioner](#).

14 CONTACT MEGT

The Privacy Officer
MEGT (Australia) Ltd
Level 9, 5 Bond Street
Ringwood VIC 3134

Phone: 13 6963
Email: privacy@meqt.com.au

15 PRIVACY POLICY UPDATE

- 13.4. MEGT may update this Privacy Policy from time to time, such as when our information handling practices change, including due to new laws, regulations, practices and technology.
- 15.1. All Personal Information held by MEGT will be governed by our most recent Privacy Policy, posted on our website (<https://www.megt.com.au/privacy-policy>). MEGT will notify you by other means (for example, by placing a notice on our website) if material changes are made to this Privacy Policy.
- 15.2. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

YOUR PRIVACY AT MEGT – SUMMARY STATEMENT

At MEGT (Australia) Ltd, your privacy matters to us. We are committed to protecting your personal information and handling it in a respectful, transparent, and secure manner. Whether you're a student, job seeker, apprentice, trainee, employer, staff member, or participant in a support program such as the MEGT Foundation, we understand the importance of your privacy and take our obligations under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) seriously.

For full details on how MEGT collects, stores, uses, and discloses your Personal Information, including Sensitive Information, and how you can exercise your rights, please read our full Privacy Policy.

You can also contact us at any time if you have questions about your privacy:

The Privacy Officer
MEGT (Australia) Ltd
Level 9, 5 Bond Street
Ringwood VIC 3134

Phone: 13 6963

Email: privacy@megt.com.au

WHAT INFORMATION WE COLLECT

We collect a range of personal information that helps us provide our services to you. This can include your:

- Name, address and contact details
- Date of birth
- Employment, education and training history
- Government identifiers (e.g. USI, Tax File Number), where permitted
- Visa or work eligibility status
- Financial and banking details (for relevant services)

We may also collect sensitive information where necessary and permitted, such as:

- Health or disability information
- Racial or ethnic background
- Gender identity or sexual orientation
- Information about your financial or social circumstances
- Criminal history (where relevant to service delivery and permitted by law)

We only collect sensitive information with your informed consent or where required or authorised by law.

HOW WE COLLECT YOUR INFORMATION

We usually collect information directly from you – through forms, applications, phone calls, online portals, events, or when you communicate with us. In some cases, we may receive your information from third parties, such as:

- Employers or training providers
- Government departments or funding bodies
- Education agents or employment services providers
- Referees or authorised representatives
- We always seek to ensure that any third-party collection is lawful and based on your consent, where required.

WHY WE COLLECT YOUR INFORMATION

We collect and use personal information to:

- Deliver and manage apprenticeships, training, and employment programs
- Administer education support and scholarship programs (e.g. MEGT Foundation)
- Communicate with you and respond to enquiries
- Fulfil our contractual, funding, or legal obligations
- Provide customer service, training, and support
- Improve our services and comply with regulatory reporting

We do not use or disclose your information for unrelated purposes without your consent, unless legally required.

HOW WE PROTECT YOUR INFORMATION

We aim to take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes:

- Secure systems and controlled access to data
- Staff training and confidentiality agreements
- Regular reviews of information security measures
- Secure deletion or de-identification of information no longer required

CCTV footage at MEGT offices is also handled securely and is only retained for as long as necessary for safety or operational reasons.

WHO WE MAY SHARE INFORMATION WITH

We may share your personal information with third parties such as:

- Government departments or regulators
- Training organisations or education institutions
- Employers and supervisors (where relevant to your training or employment)
- Our service providers (e.g. IT support, data storage)
- Law enforcement or authorised bodies, where required

All third parties are expected to adhere to strict privacy and confidentiality obligations.

YOUR RIGHTS AND CHOICES

You have the right to:

- Access the personal information we hold about you
- Request corrections if the information is inaccurate or out of date
- Make a complaint if you believe your privacy has not been properly protected

We will respond to all requests and complaints promptly and aim to resolve any concerns in a fair and timely manner. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC).