

Privacy Information Statement - aXcelerate

What is a Privacy Information Statement?

When a digital service or application is utilised as part of the teaching and learning curriculum, we require your consent to allow collection, use and disclosure of your child's personal information including when data is transferred and held in cloud-based storage offshore, outside Australia. The following Privacy Information Statement provides information about the application to allow informed consent to be provided.

What is aXcelerate?

aXcelerate is a training management platform designed for Vocational Education and Training. It provides a service for Registered Training Organisations (RTO) to track and manage student enrolments and course progress, create and manage online assessments and lessons, provide a user portal for relevant training resources, and manage finance and reporting related to student training.

What data is collected?

On their [Privacy Policy page](#)¹, aXcelerate states that they collect client and user information through online registration and uploading of client data. The types of data collected varies depending on the role of the user, for example student, trainer, administrator, or compliance officer. Mandatory information required for student registration includes names, date of birth, contact details (including emergency contact), address, Unique Student Identifier and school enrolment status. Other personal information may also be collected by the RTO with consent for educational, support, reporting, or admin purposes.

How is the data used?

aXcelerate states in their [Privacy Policy](#)¹ that information is collected to provide the aXcelerate services, to provide clients with the most appropriate services for their needs, to comply with legal obligations, and to produce promotional materials. aXcelerate keeps personal information secure and only shares it if required or authorised by law, if reasonably necessary or expected in a matter relating to public health and safety or dispute resolution, or if the individual has otherwise given express consent. Information may also be shared when necessary for services like web hosting or platform support under strict privacy terms, and when sharing student data with their RTO for legitimate educational purposes.

Is the data secure?

The department has conducted a security assessment on aXcelerate and understands the range of technical security controls aXcelerate implements. aXcelerate states in their [Privacy Policy](#)¹ that they use thorough security measures and comply with the Australian *Privacy Act 1988* and Australian Privacy Principles, which are similar to the Information Privacy Principles outlined in Schedule 2 of the Northern Territory's *Information Act 2002*.

Who has access to the data?

Authorised aXcelerate personnel may access personal data to provide support, maintain the platform, and ensure compliance with legal obligations. Trainers may access some personal information to provide students with the appropriate support for their training. IT administrators who configure and manage the Single Sign-On integration via the Active Directory can access user data for account management and monitoring. aXcelerate may also engage third-party providers bound by strict confidentiality and data protection agreements.

When is the data deleted?

aXcelerate state in their Terms of Use and Privacy Policy that they may remove or delete user data within a reasonable period of time after the termination of an agreement, or on request from the user. aXcelerate can provide written confirmation of data deletion on request.

Where is the data?

It is hosted in Amazon Web Services (AWS), on servers located in Sydney, Australia.

Further Information

<https://www.axcelerate.com.au/>²

<https://www.axcelerate.com.au/privacy-policy>¹

<https://www.axcelerate.com.au/terms/new-client-terms>³

<https://education.nt.gov.au/policies/conduct>⁴

<https://infocomm.nt.gov.au/>⁵

Feedback regarding the Department of Education and Training's management of this service can be made through your school or at

<https://nt.gov.au/learning/complaints>⁶.

¹ <https://www.axcelerate.com.au/privacy-policy>

² <https://www.axcelerate.com.au/>

³ <https://www.axcelerate.com.au/terms/new-client-terms>

⁴ <https://education.nt.gov.au/policies/conduct>

⁵ <https://infocomm.nt.gov.au/>

⁶ <https://nt.gov.au/learning/complaints>