



Privacy and Personal Information Policy & Procedure

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| Title: Privacy and Personal Information Policy & Procedure | Operational Area: Administration |
| Prepared By: Chandler RTO | Date Created: 10/11/2018 |
| Approved By: CEO | Date Reviewed: 10/03/2020 |

Purpose:

This policy ensures that Chandler RTO meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations Chandler RTO is in agreement with.

1. Principles

- 1.1 In collecting, using, and disclosing personal information Chandler RTO will comply with the requirements set out in the *Privacy Act 1988 (Commonwealth)*, *Information Privacy Act 2000* and the *Electronic Transactions (Victoria) Act 2000*.
- 1.2 Chandler RTO is committed to ensuring the confidentiality, integrity and security of all information.

2. Collection and use of Information

- 2.1 In the course of its business, Chandler RTO will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
- 2.2 Chandler RTO will only collect personal information by fair and lawful means which is necessary for the functions of Chandler RTO.
- 2.3 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information, then we may be unable to provide some services or provide appropriate information.
- 2.4 All the certificates issued for an individual will be updated in USI registry annually.

3. Disclosure of Personal Information

- 3.1 Personal information about students studying with Chandler RTO may be shared with the Australian Government, Victorian State Government and designated authorities such as Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).
- 3.2 Chandler RTO will not disclose an individual's personal information to another person or organisation unless:
 - a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
 - b) the individual concerned has given written consent;

- c) Chandler RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

3.3 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

3.4 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Chandler RTO shall include in the record containing that information, a note of the disclosure.

4. Security of Personal Information

4.1 Chandler RTO will take all reasonable steps to ensure that any personal information collected is:

- a) relevant to the purpose for which it was collected;
- b) up to date;
- c) complete; and
- d) accurately recorded.

4.2 Chandler RTO will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

5. Right to Access Records

- 5.1 Individuals can access their own training records at any time by contacting the RTO Manager. Depending on the nature of the request individuals will either be provided with the information immediately or will be advised that the information will be provided to them after the information has been extracted from our records systems. Records that have been securely archived off site may take some days to access.
- 5.2 Only the individual concerned will be given access to the records, proof of identification will be required. No other person or party will have access without authorisation.
- 5.3 In some cases, individuals may be required to put a request for information in writing to the RTO Manager (this will depend on the information being sought).

6. Amendment to Records

- 6.1 If an individual considers the personal information that Chandler RTO holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
- 6.2 Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

