

Policy & Procedure 13 – Privacy

Relates to legislation:	Privacy Act 1988 (Cth) Australian Privacy Principles (APPs) Information Privacy Act 2014 (ACT) Territory Privacy Principles (TPPs)
Applicable to:	Learners, employers, community, industry, the Australian Skills Quality Authority, Skills Canberra, Training Services NSW and the ACT Training Fund Authority. Global Energy Training Solutions management, trainers/assessors, administration staff, contractors, volunteers and visitors.
Referenced documents:	Policy & Procedure 12 – Complaints & Appeals
Monitor and review:	In accordance with: Policy & Procedure 18 – Quality Management
Responsibility:	Ben Murphy – as Proprietor / Chief Executive
Questions/queries:	administration@gets.edu.au (+61) 02 6262 0077

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1. Policy Objective

We are committed to protecting your privacy. We comply with the *Privacy Act 1988* (Cth) (Privacy Act), the *Information Privacy Act 2014* (ACT) and the *Australian Privacy Principles* (APPs). And *Territory Privacy Principles* (TPPs). This Policy applies to personal information we collect from or about you.

2. Policy

When you provide your personal information to us it will only be used for the purpose for which you provided it. Your information will not be used for any other purpose without your consent.

3. Procedures

Information held

We collect personal information from learners and employers which include sensitive information. This is held in our paper based files and computer systems.

- 'Personal information' means information or opinion about an individual that makes that individual identifiable.
- 'Sensitive information' includes information about a person's health, ethnic origin, political opinion or membership, religion, union membership, sexual orientation and criminal record. We will only collect sensitive information where it is relevant to our business and we have received your consent to collect, use, disclose (if applicable) and store this personal information by us in accordance with this Policy.

Any personal information we collect is so we can meet our responsibilities as a Registered Training Organisation, and to tailor our services to meet the needs of our learners, future learners and contractors. Examples of personal information we collect include:

- names, addresses, email address and telephone numbers of contractors and potential employees, learners, employers of learners and emergency contact persons.
- financial details such as a credit card or banking details, apprenticeship status and payment history.
- qualifications and licence details of contractors.
- observations by our staff about learner progress and behaviour in classroom settings.
- medical information and agreed responses on how to deal with any medical issues that may arise.
- education related information including information about learning difficulties or preferred educational learning methods.
- communication records with learners, employers, service providers, reporting bodies etc. about our activities.

This information is used to maintain learner and contractor databases and service provider and supplier account status. We also maintain information as required by statutory authorities, and hold your information for potential employment purposes.

This data allows us to operate efficiently and effectively and facilitates our operations.

If you choose not to disclose your personal information for the purposes of doing business with us, or request removal of your personal information from our databases, then we may not be able to conduct business with you or inform you about training and assessment opportunities that may arise through our training course development, changes to regulations or training package changes.

How we collect information

How your personal information is collected depends on how you use our services. We collect data directly from you as part of our operations and normal communication methods including;

- application for enrolment via email, in person or on paper.
- when you deal with our staff over the telephone.
- when we enter into an agreement or contract with you.
- if you provide us with your business card or contact details.
- information provided to us by employers.
- when you sign an attendance or participation record.
- having contact with us in person or other mode of communication.
- via our website.

We will not intentionally collect personal data via our website.

Information may be collected from third parties where you have authorised them to provide the information, where it is unreasonable or impracticable to collect it from you, or where your information has been collected by a third party in accordance with the APPs/TPPs (which includes their notification to you that your information may be disclosed to organisations like us).

Employment applications

Where you apply to us as part of an employment application the personal information you provide will only be collected, held, used and disclosed for the purposes of considering your potential employment with us.

If you provide referee details you confirm that you have informed the referees that you are providing their contact information to us and that they have consented to us contacting them and discussing the information you have provided in relation to the job application.

Unsolicited personal information

If we receive unsolicited personal information about or relating to you we will decide if that information could have been collected in the same way if we had solicited the information, and we will treat it the same way in accordance with the Australian Privacy Principles (APPs) and Territory Privacy Principles (TPPs). We will notify you we hold this information as soon as we can.

If we decide that the information could not have been collected in the same way as solicited personal information and is not contained in a Commonwealth record, where it is lawful and reasonable to do so we will destroy or de-identify the information.

Who has access to this personal information and how is it used and disclosed?

Access to personal information is governed solely by the need to know. A person may access this information only if it is immediately and directly relevant to their role with us.

Any person authorised to access this information:

- is not to disclose that information to another unless the intended recipient also has a need to know;
- use the information only for the specific purpose for which it is obtained;
- is responsible for its safe storage; and
- is to safely return the information to our office after usage where it is taken for the purpose of site visits.

The following dot points discuss specific policy positions concerning access to personal information we have collected.

- We will not sell personal information to another person/organisation for any reason (for example, for mailing lists or direct marketing).
- We will not participate in bulk data matching of any kind, except where required for Registered Training Organisation reporting purposes.
- We will not disclose Commonwealth identifiers (for example, Tax File Number or Unique Student Identifier) to others unless authorised by law.
- We will not give credit or credit card related information to credit reporting agencies.
- We will not give access to our databases to non authorised people
- We will not transfer personal data overseas.
- Personal information will not be provided to any other organisation or individual outside of our organisation (unless required by law), except where permission has been given by you and approved in writing by the Proprietor / Chief Executive .
- Our workers (including employees, contractors and volunteers) are to keep all information confidential, which if released would harm the reputation or standing our technical college, unless there is a statutory requirement to release the information.
- We will take reasonable steps in the design of its forms etc. to ensure the personal information it holds and uses is accurate, complete and up to date. Obsolete and incorrect data within currently used databases will be

corrected once drawn to our notice.

Security of personal information

We will take reasonable steps to ensure that all information collected, used or disclosed is accurate, complete and up to date. We will protect the personal information from, misuse, loss, and from unauthorised access, modification or disclosure.

We will keep personal information safe by having:

- a secure administration office with appropriate locks and alarms;
- secure computer passwords, computer virus protection and lockable filing cabinets;
- appropriate secure computer backup arrangements;
- a secure storage room to archive old material;
- practices that keep personal information away from those who do not need to see it;
- procedures to check a person's identity when they ask for access to the personal information we hold about them;
- higher security awareness among staff.

We also take reasonable steps to destroy personal information we no longer need for the purposes of its operations, unless we are required to keep it to comply with any laws.

Access to and correction of personal information

We will give access to the personal information we hold about you if you ask for access.

You may request corrections to be made to that information.

Access will be free of charge, although we may charge a small fee to cover the cost of access such as photocopying costs. We will advise you of any costs prior to complying with your access request.

You will be asked to provide identification documents before access will be granted. In some circumstances the law permits refusal to access your personal information, and if this circumstance arises we will notify you of the reasons in writing.

If you are on our mailing lists you can opt out at any time. You can unsubscribe by using the 'unsubscribe' option noted in our emails and newsletters.

If any part of your information is obsolete or inaccurate for any reason, and the information is part of current (that is, not archived) data bases, you can request that data to be updated or corrected

How to complain about a breach of privacy

To make a complaint about an alleged breach of your privacy you can complain to the Proprietor / Chief Executive verbally, by email or in accordance with: Policy & Procedure 12 – Complaints & Appeals

Please provide all details about your complaint as well as any supporting documentation.

Complaints handling

We will deal with privacy complaints promptly and confidentially as per the Policy and Procedure 12–Complaints and Appeals

- The person making complaint will be notified if additional time is needed beyond that noted within the Policy and Procedure 12 – Complaints and Appeals to respond due to the complexity of the inquiry.
- The person making complaint and the Proprietor / Chief Executive may work together to collaboratively resolve the complaint to the person's satisfaction.
- Where resolution cannot be achieved, the Proprietor / Chief Executive will advise the person making complaint that they may direct their complaint to the Information Privacy Commissioner or obtain

independent advice as to their rights.

Contacting us

If you wish to access your personal information, request a correction be made to your personal information or to make a complaint about how we have handled your personal information, please contact:

administration@gets.edu.au (+61) 02 6262 0077

3. Version Control

Version	Date of release	Author	Authorised by	Position	Reason for change
V3	26/4/2017	Ben Murphy	Ben Murphy	Proprietor / Chief Executive	Initial release. Version number consistent with full P&P review version release