

## 1. Purpose

To ensure Passmores College maintains the privacy of personal information provided by staff, clients and participants.

## 2. Scope

This policy describes how Passmores College will comply with the *Commonwealth Privacy Act 1988* and Australian Privacy Principles (APPs) in the way it collects, uses, secures and discloses personal information. The APPs are found in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth).

## 3. Procedure

### 3.1 Data Collection

In order to provide training and assessment services Passmores College must collect personal information from staff and clients. This information may be collected in This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected includes:

- a) Name
- b) Address
- c) Contact details (telephone)
- d) Date of Birth
- e) Gender
- f) Country of birth
- g) Language spoken at home
- h) Level of English spoken
- i) Disability information
- j) Highest secondary schooling completed
- k) Other qualifications completed
- l) Current employment status
- m) Indigenous status

Passmores College will only collect personal information by fair and lawful means. The RTO will manage personal information in an open and transparent way.

The enrolment form completed by clients contains a disclaimer outlining why the personal information is collected and how it is to be used. Clients are required to sign the disclaimer as their agreement to the use of their personal information.

### 3.2 Use and Disclosure

The information collected for the purpose disclosed at the time of collection will not be used for any other purpose without first obtaining consent from the client or participant, unless authorised or required by law.

We will only use and disclose personal information to:

- a) Establish and maintain client and participant relationships
- b) Provide the products and services as required by the client
- c) Administer and manage those products and services
- d) Report to state/territory registering bodies in relation to the training services that we provide

### 3.3 Agents, Contractors and Other Third Parties

Our agents, contractors and other third parties, who require personal information to provide a legitimate service, are also bound by these terms of privacy to ensure that client and participant personal information remains protected at all times.

## 4. Use of the Internet, Computers and other Communications Devices

The internet may be used to transmit client and participants personal information to state registering bodies. Security of data transmitted to state and territory registering bodies is managed by the respective bodies and we have taken all reasonable steps to protect and secure personal information when using the internet.

## 5. Data Quality

We will ensure that personal information is accurate, complete and up-to-date. Clients are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting and informing us of any changes.

## 6. Access to Records

Access to personal information will be controlled at all times and will only be provided if written consent is obtained by the client or participant or is required to be disclosed by law. An *Access Authorisation Form* will require completion and submission to the Compliance Manager. Depending on the nature of the request, we will endeavour to respond within 5 working days.

## 7. Privacy Concerns

Clients are able to raise any concerns they may have regarding personal information handling practices by contacting our Compliance Manager.

## 8. Policy Statement

We will have on display the following policy statement for clients and participants:

*"We will not disclose any information that we gather about our staff, clients or participants to any third party. We use the information collected only for the services we provide. No staff, client or participant information is shared with another organisation. If staff, client or participant information is required by a third party we will obtain written consent from the relevant staff, client or participant prior to release of any information. Clients or staff requiring access to their information should complete an Access Authorisation Form and submit this to the Compliance Manager"*