

30.01.08 PRIVACY POLICY

PURPOSE

To ensure Life International Training maintains the privacy of personal information provided by staff, clients and participants.

SCOPE

The 13 Australian Privacy Principles (APPs) replace the previous National Privacy Principles (NPPs) for Organisations from 12 March 2014. The APPs are found in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Commonwealth). This policy describes how Life International Training will comply with the Act and Australian Privacy Principles in the way it collects, uses, secures and discloses personal information.

PROCEDURE

DATA COLLECTION

In order to provide training and assessment services Life International Training must collect personal information from staff and clients. 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 may include:

- Name
- Address
- Contact details (telephone)
- Date of Birth
- Gender
- Country of birth
- Language spoken at home
- Level of English spoken
- Disability information
- Highest secondary schooling completed
- Other qualifications completed
- Current employment status
- Indigenous Status

Life International Training is also required to obtain a students' USI number for the issuance of qualifications. Life International Training will only collect personal information by fair and lawful means.

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.

Document Name: 30.01.08 Privacy Policy & Procedure
Revision: 2.0
Revision Date: 20/03/15
Review Date: 01/12/15

Created By: MM
Approved By: MM
Document Location: SERVER/SHARED/OPERATIONS/30.0 RTO/30.1
Page: 1

We will only use and disclose personal information to:

- Establish and maintain client and participant relationships
- Provide the products and services as required by the client and participant
- Administer and manage those products and services
- Report to state/territory registering bodies in relation to training services provided

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.

USE OF INTERNET

The internet may be used to transmit client and participants personal information from delivery sites to other sites and 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.

DATA QUALITY

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

ACCESS TO RECORDS

Client and participant personal information is available via submission of an *Access Authorisation Form*. 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.

Depending on the nature of the request, we will endeavour to respond within 5 working days.

PRIVACY CONCERNS

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

POLICY STATEMENT

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

PRIVACY ACT

“Generally, Life International Training Pty Ltd collects personal information in order to properly and efficiently carry out its functions, and only uses personal information for the purposes for which it was given to Life International Training Pty Ltd and for directly related purposes (unless otherwise required by or authorised under law).”

NON-DISCLOSURE

“Life International Training Pty Ltd will safeguard the confidentiality of the confidential information of the client and their associates and will maintain appropriate arrangements to protect the confidential information against unauthorised access, use or disclosure. Furthermore, Life International Training Pty Ltd agrees not to use the information obtained to operate in competition with the company.”

Clients or staff requiring access to their information should complete an *Access Authorisation Form* and submit this to Administration.