



RTO PRIVACY POLICY

OVERVIEW

This statement outlines the RTO policy on how the RTO uses and manages personal information provided to or collected by it. The RTO is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

The RTO may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to RTO operations and practices and to make sure it remains appropriate to the changing RTO environment.

INFORMATION COLLECTED

The type of information the RTO collects and holds includes, but is not limited to, personal information, including sensitive information, about trainees and guardians, where the trainee is under 16 years of age, before, during and after the course of a trainee's enrolment at the RTO, job applicants, staff members, volunteers and contractors and other people who come into contact with the RTO.

INFORMATION PROVIDED

The RTO will generally collect personal information held about an individual by way of forms filled out by guardians or trainees, face-to-face meeting and interviews, and telephone calls. On occasions people other than guardians and trainees provide personal information.

In some circumstances the RTO may be provided with personal information about an individual from a third party, for example a report provided by a medical professional or a reference from another RTO.

EMPLOYEE RECORDS

Under the Privacy Act the National Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the RTO's treatment of an employee record, where the treatment is directly related to a current or former employment relationship between the RTO and employee.

USE OF PERSONAL INFORMATION

The RTO will use personal information it collects from you for the primary purpose of collection, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented.

In relation to personal information of trainees, the RTO's primary purpose of collection is to enable the RTO to provide training for the trainee.

The purposes for which the RTO uses personal information of trainees include:

- day-to-day administration;
- looking after trainees' educational, social and medical well-being;
- marketing for the RTO; and,
- to satisfy the RTO legal obligations and allow the RTO to discharge its duty of care.

In some cases where the RTO requests personal information about a trainee, if the information requested is not obtained, the RTO may not be able to enrol or continue the enrolment of the trainee.

In relation to personal information of job applicants, staff members and contractors, the RTO primary purpose of collection is to assess and if successful to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the RTO uses personal information of job applicants, staff members and contractors include:

- assessing suitability of individual for a position or contract and in administering the individual's employment contract, as the case may be;
- for insurance purposes;
- seeking funds and marketing for the RTO; and,
- to satisfy the RTO legal obligations, for example, in relation to child protection legislation.

The RTO also obtains personal information about volunteers who assist the RTO in its functions or conduct associated activities, such as (alumni associations), to enable the RTO and the volunteers to work together.

The RTO treats marketing for the future growth and development of the RTO as an important part of ensuring that the RTO continues to be a quality learning environment in which both trainees and staff thrive.

RTO publications, like newsletters and magazines, which include personal information, may be used for marketing purposes.

DISCLOSING PERSONAL INFORMATION

The RTO may disclose personal information, including sensitive information, held about an individual to:

- another RTO;
- government departments;
- medical practitioners;
- people providing services to the RTO, including specialist visiting lecturers;
- recipients of RTO publications, like newsletter and magazines; and,
- anyone you authorise the RTO to disclose information to.

The RTO will not send personal information about an individual outside Australia without obtaining the consent of the individual, in some cases the consent will be implied, or otherwise complying with the National Privacy Principles.

SENSITIVE INFORMATION

In referring to 'sensitive information', the RTO means information relating to a person's:

- racial or ethnic origin;
- political opinions;
- religion;
- trade union or other professional or trade association membership;
- sexual preferences;
- criminal record, that is also personal information; and,
- health information

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

MANAGEMENT AND SECURITY OF PERSONAL INFORMATION

The RTO staff are required to respect the confidentiality of trainees' personal information and the privacy of individuals. The RTO has in place steps to protect the personal information the RTO holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

UPDATING PERSONAL INFORMATION

The RTO endeavours to ensure that the personal information it holds is accurate, complete and current. A person may seek to update their personal information held by the RTO by contacting the Administration Officer of the RTO at any time to obtain a "Request for Access of Confidential Records" authorisation form. The National Privacy Principles require the RTO not to store personal information longer than necessary.

RIGHT TO CHECK PERSONAL INFORMATION HELD BY THE RTO

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which the RTO holds about them and to advise the RTO of any perceived inaccuracy. There are some exceptions to this right set out in the Act. Trainees will generally have access to their personal information.

To make a request to access any information the RTO holds about you contact the ERGOSH Administration Officer.

The RTO may require you to verify your identity and specify what information you require. The RTO may charge a fee to cover the cost of verifying your application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, the RTO will advise the likely cost in advance. The Principal consultant will need to authorise the charging of a fee for this service.

ENQUIRIES

For further information about the way the RTO manages the personal information it holds, please contact the Director.



Colin McLean
Director
ERGOSH Safety Management Services

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