

PRIVACY

Policy Statement

REIWA is committed to complying with its obligation under the Privacy Act 1988, and the associated Australian Privacy Principles (APPs). Furthermore REIWA is committed to safeguarding any confidential information obtained by the RTO and committees, individuals or organisations acting on its behalf.

In doing so, REIWA will ensure:

- information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- the secure storage of all records;
- the confidentiality of all information maintained on records.

INTRODUCTION

REIWA Training as a registered training organisation (RTO) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015 (the Standards).

As such, REIWA Training is required to have effective administrative and records management procedures in place ensuring the privacy and confidentiality of all students, staff and contractors.

PURPOSE

The purpose of this document is to outline REIWA Training's policy and procedures for privacy of all students, staff and contractors.

OBJECTIVE

The objective of this policy is to ensure that all student, staff and contractor records and details are kept private and confidential, being made available to only those persons who require them for REIWA Training operational purposes, by law or regulatory requirements, or the individual themselves.

SCOPE

This policy covers all training and assessment activities carried out by REIWA Training.

LEGISLATION

REIWA Training is bound by the Privacy Act 1988 and the Australian Privacy Principles.

APPLICATION

This policy applies to all employees of REIWA Training, as well as trainer and assessor consultants.

POLICY PRINCIPLES

The Australian Privacy Principles (APPs) relate to:

The collection of information

REIWA Training will collect personal information only for the purpose of carrying out its role in providing training and assessment and professional development to its clients. Collection of personal information must be fair, lawful and unobtrusive.

REIWA Training will take all reasonable steps to inform students of:

- The purpose for which the information is collected
- Any law that requires the information to be collected.

Disclosure of Information

REIWA Training will ensure that participants have access to their personal records and will disclose information relating to the individual participant on request by that individual, to that individual. Exceptions apply, such as where this would pose a serious threat to life or health, it is vexatious, it impacts on another person's privacy, there are legal proceedings, or it is prejudicial to a police investigation, etc.

Notwithstanding the above paragraph, REIWA will not disclose information about a participant to a third party without prior written consent of the participant. In addition, REIWA will take steps to ensure that the identity of the participant is verified on receipt of an application to release personal information. This may be undertaken by the participant providing ID at the time of application, or by participating in a telephone interview where ID can be verified through questions relating to information held in his or her training record.

Use of Participant information

REIWA Training will provide participant information to training staff or consultants on a need-to-know basis only.

REIWA Training provides personal information to its contractors, who provide REIWA Training with services to assist us with conducting our business. This includes our Student Management System (SMS), Learning Management System (LMS) and Customer Relationship Management System (CRM).

REIWA Training does not use personal details (specifically photographs or names) in direct marketing without obtaining prior expressed permission from the person concerned.

REIWA Training may use personal details to advise students of forthcoming events and training courses, for direct marketing and research purposes.

Under the Data Provision Requirements 2012, REIWA Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by REIWA Training for statistical, administrative, regulatory and research purposes.

REIWA Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au). **Data quality**

REIWA Training must take reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up-to-date.

Data security

REIWA Training must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. REIWA Training will ensure that all computer systems are password protected and paper files stored in locked filing cabinets with only authorised staff granted access.

The REIWA *Notifiable Data Breach Response Process* must be followed should any potential breach of data occur.

Access and correction

REIWA Training must give an individual access to personal information it holds about that individual on written request. Exceptions apply, such as where this would pose a serious threat to life or health, it is vexatious, it impacts on another person's privacy, there are legal proceedings, or it is prejudicial to the police investigation, etc. Reasonable steps must be taken to correct information.

Anonymity

REIWA Training will where practicable and lawful give people the option to interact anonymously. Where personal identity can be protected without adverse consequences, REIWA Training will de-personalise the data before disclosure or use.

Sensitive information

REIWA Training is bound by the APPs. However, some exemptions are contained within the APPs with respect to matters such as the disclosure of information relating to public health or public safety, the disclosure of information with respect to law enforcement enquiries and the disclosure of particular information relating to legal proceedings and negotiations.

Information collected

Collection of information is fair, lawful, unobtrusive and necessary for the organisation functions. REIWA Training advises clients, staff and trainers of the purpose for collecting information, how it is used and how they can gain access to their personal information held by REIWA Training.

Information is collected from potential students upon initial enquiry in order to send out course information.

Information may be collected from students for enrolment purposes. Assessment records are kept as required under the Standards. Information is also collected during the provision of training and assessment services. This is for the purpose of processing registration for a REIWA course and as required by the Department of Mines, Industry Regulation and Safety in its role as the industry regulator. REIWA Training may conduct student surveys to collect information on the training provided.

Personal and professional information is collected from staff and trainers to enable REIWA Training to assess the professional standards of staff and trainers.

Privacy Statement

REIWA Training also abides by the REIWA Privacy Statement which comprehensively covers REIWA's Privacy Policy and Internet Collection Notice - <https://reiwa.com.au/privacy-statement/>

REVIEW OF THE POLICY

This is a controlled document. It may only be changed on the authority of the Executive Manager Training.

AUTHOR OF POLICY: Lesley Reagon - Executive Manager Training

DATE REVIEWED: January 2019

DATE TO BE REVIEWED: January 2021

VERSION CONTROL

Version	Page	Revision Details	Changed by	Date
1.0	All	New policy	Rhonda Stacey	12/12/2003
1.0	All	Annual review, no changes	Amanda Taylor	31/03/2006
2.0	All	Full review	Sue Hartree	29/04/2008
3.0	All	Review	Liz McIlhone	April 2011
4.0	All	Review	Liz McIlhone	July 2013
5	All	Review Rebranding REIWA Learning to Training AQTF to Standards for RTOs 2016	Liz McIlhone	May 2016
6	All	Review Change from NPP to APP Change from DOC to DMIRS Include Privacy requirements for NCVET and information to contractors Reference to Notifiable Data Breach Process Supplementary documentation changed – Enrolment T& C's for online enrolment. – Student Declaration and Privacy Statement.	Lesley Reagon	May 2018

6.1	4	Link to REIWA Privacy Statement	Lesley Reagon	July 2018
7	3	Updated Privacy notice to reflect changes to National VET Data Policy	Lesley Reagon	January 2018
