

PRIVACY POLICY

Introduction

Numurkah Community Learning Centre Inc. (NCLC) is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person. This policy applies to all students, staff and independent contractors.

Policy

NCLC

When dealing with personal or health information about individuals, NCLC is obliged to comply with the following Acts:

- The Privacy Act 1988 (C'Wlth)
- The Australian Privacy Principles (APP) 2014 (C'Wlth)
- Information Privacy Act 2000 (Vic)
- Health Records Act 2001 (Vic)

In this policy a reference to 'information' is a reference to both health information and personal information.

Open and transparent management of personal information

- a) NCLC will publish this policy on its website
- b) The policy will be included in to NCLC's student handbook, staff handbook and made available on request.

Anonymity and pseudonymity

- a) Individuals have the option to not identify themselves when dealing with NCLC, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
- b) Individuals who wish to undertake nationally recognised training or government funded training with NCLC will be required to disclose information of a personal nature as outlined in this policy.

Collection of solicited personal information

- a) NCLC will collect information you provide on enrolment into a nationally accredited or government funded course or on commencement of employment with NCLC. NCLC may also collect information you provide on websites, enrolment forms, course materials and assessments.
- b) NCLC may sometimes collect information, with your consent, from your employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
- c) NCLC collects information of a personal and sometimes sensitive nature. Information NCLC collects may include: Full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous background, concession status language, literacy and numeracy skills and educational/course progress. NCLC may also collect information on your next of kin or parent/guardian.

Dealing with unsolicited personal information

- a) NCLC only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).
- b) Information which is received that is not related to training and assessment or employment with NCLC is destroyed in a safe and secure manner.

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Notification of the collection of personal information

- a) Students, staff and independent contractors are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.

Use or disclosure of personal information

- b) NCLC only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
 - i. Registering bodies such as the Victorian Registration and Qualifications Authority (VRQA)
 - ii. Government funding bodies and/or Commonwealth Government
 - iii. Apprenticeship Centres,
 - iv. Employers and Job Services Providers,
 - v. External auditors and our consultants,
 - vi. The Australian Taxation Office,
 - vii. Other entities required by law and in accordance with the Privacy Act 1988.
- c) NCLC will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life threatening situations.

Direct marketing

- a) Your personal information will never be sold to any marketing company or third party,
- b) NCLC may use your personal information to market directly to you only for the provision of further training and assessment with NCLC.
- c) NCLC will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication.

Cross-border disclosure of personal information

- a) NCLC will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent,
- b) All records will be kept in Australia.

Adoption, use or disclosure of government related identifiers

- a) NCLC is required to collect, in some circumstances, government related identifiers. NCLC will not use these identifiers for any reason or purpose except for the explicit reason it is required (e.g. Concession numbers, Tax File Numbers, Drivers Licence Number, etc.) and will not use these numbers as an identifier of individuals.
- b) NCLC will only disclose government related identifiers where required by law or express consent has been given to disclose this information.

Quality of personal information

- a) NCLC collects information and ensures it is accurate, up to date and complete,
- b) NCLC will take all reasonable steps to ensure that the information provided from individuals is correct and any third party information received can be verified for accuracy, currency and completeness.

Security of personal information

- a) All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information,
- b) Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
- c) Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.

STUDENTS

Access to personal information

- a) Individuals may request copies of information which is kept about them at any time free of charge. NCLC may charge for printing and postage in some circumstances.
- b) All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

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Privacy of others

- a) Students must not use mobile phones or other recording devices to record staff, trainers, assessors and/or other students without their written consent
- b) Students must not publish anything on social media which will detract from NCLC's good name and reputation
- c) Students must not publish anything on social media relating to staff, trainers, assessors or other students.

If a student is in breach of this policy, disciplinary action will be taken as per the Suspension, Expulsion and Withdrawal Policy.

Correction of personal information

Individuals who feel that the information NCLC uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such requests for corrections must be in writing.

Purpose

NCLC is required to collect, use, store and disclose a range of personal information on students, staff, independent contractors and a range of other stakeholders. NCLC is committed to maintaining the privacy and confidentiality of all student and personnel records. NCLC complies with the Privacy Act 1988 (C'With), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'With).

Related Document

- Suspension, Expulsion and Withdrawal Policy