

Privacy and Confidentiality Policy And Procedure

1. Purpose

To comply with the relevant legislation under which the Registered Training Organisation Transformational Institute is bound and to ensure the RTO delivers a transparent, effective and efficient Recognition of Prior Learning process.

Standard 8

This Privacy Policy applies to personal information collected by Transformational Institute. This document provides an overview of how we handle personal information in accordance with the *Privacy Act 1988* (Privacy Act).

2. Scope

This policy is to ensure that The Transformational Institute will collect, manage, use and disclose personal information in accordance with all relevant legislation and standards.

3. Procedure

Transformational Institute takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy or personal information that it holds.

This Policy supports Transformational Institute's commitment to the protection and non-disclosure of personal and sensitive information of its students, clients and staff.

The Privacy Act 1988 is an Act that regulates the transparent handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information to other individuals, Government entities or other organisations either by law or for other purposes.

This Privacy Policy will be made available to students, prospective students and other individuals by publication on the Transformational Institute's website.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Transformational Institute will advise students on enrolment about this policy and where it is located.

Social Media

There will be instructions in both student and staff handbooks to notify that no student can take a photo or video in class of another student's person, assessment or class work and use it on any social media sites. This will be acknowledged as a breach of conduct.

Direct Marketing

Transformational Institute does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out'). Transformational Institute Privacy Policy

Use of personal and sensitive information

Personal information about students studying with the Institute may be shared with the Commonwealth and State Government agencies and designated authorities (The Australian Skills Quality Authority, The National Centre for Vocational Education Research and the Department of Education Training and Employment),.

The National VET Provider Collection Data Requirements Policy specifies the use of data collected by registered training organisations including enabling employers and individuals to make informed choices about training operations, accessing historical records on training undertaken, allowing industry to pinpoint skills being developed in the training sector and enabling governments to develop more targeted policies and better direct public funding to training priorities

Adoption, use or disclosure of government related identifiers

Transformational Institute does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfill obligations to an agency or a State or Territory authority;
- As prescribed by regulations.

Collection of sensitive and personal information

Personal and sensitive information is collected by Transformational Institute in order for it to carry out its functions as a registered training organisation (RTO).

Personal information that is collected includes:

- Name
- Address
- Contact details (telephone and email)
- Postal address

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- Date of birth
- Gender
- Emergency contact details
- Employment status including employment details (where necessary)
- USI (Unique Student Identifier Number)
- Language used
- Reasons for study
- Educational history
- Tax file number
- Other legal requirements
- Ethnicity including language and literacy needs
- Health and disability
- Memberships of professional or trade associations
- Photos - students will be able to sign a media release if they are happy for their photos to be used for marketing, testimonials or accidental use. If they do not sign the photos will not be used.

Note: The Students Unique Identifier (USI) will not appear on any student transcript.

How the information is collected

Personal and sensitive information is generally collected through the completion of Transformational Institute's enrolment process or through the completion of an application for recognition of prior learning.

Data security

Transformational Institute will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials generated and stored in hard copy. Where information held by the Institute is no longer required to be held, and the retention is not required by law, then the Institute will destroy such personal information by a secure means

Security of personal information

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Transformational Institute takes active measures to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. Access to Transformational Institute offices and work areas is limited to our personnel only - visitors to our premises must only be in the training rooms, lunchroom or reception areas. With regard to any information in a paper based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access. We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.

Accessing personal information

Transformational institute will make available for inspection all personal information that it holds in relation to a student by that student upon request. There is no charge for an individual to access personal information that Transformational Institute holds about them. However, we may charge a fee to make a copy. The student should use the Records Access Form which should be filled out and given to the Student Manager. Access will be arranged within 5 working days.

Making a complaint

If an individual has any concerns regarding the privacy of personal information, then the student may lodge a complaint as per the Complaints Policy and Procedure with the Student Manager.

Staff commitment to privacy and confidentiality

All staff, upon employment, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to implementing their responsibilities under the Australian Privacy Act.

Updating personal information

It is the student's responsibility to keep Transformational Institute informed of their contact details. If at any stage while enrolled, personal details change, the student is obliged to inform Transformational Institute. Student details will be updated by the Student Manager.

Anonymity and Pseudonymity

Transformational Institute provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individuals' information is not required to complete a request. Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that do not contain an individual's actual name or generic user names when individuals may access a public component of our website or enquiry forms. Transformational Institute only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received. Individuals are advised of their opportunity to deal anonymously or by pseudonym with us

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where these options are possible. Requiring identification Transformational Institute must require and confirm identification however in supporting our clients' service delivery to individuals for nationally recognised course programs. It is a Condition of Registration for our client RTOs under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements. There are also other occasions also within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Related Policy
Complaints Policy
Enrolment

Related Forms
Access Records Form
Media Release Form
Staff Privacy and Confidentiality Understanding Form
Confidentiality agreement for assessor workplace observations form