

POLICY

Student Personal Information

Information about this policy:

The purpose of this policy is to provide a framework for the collection, management, use, disclosure and release of personal information to maintain and protect the privacy of student's personal information in accordance with the *Privacy Act 1988 (Cth)*.

Community Training Australia Pty Ltd is committed to providing the highest possible care for our students and upholds their privacy.

The Policy will outline the following:

1. The purpose of collecting personal information
2. Consent to collect and use personal information
3. Record keeping
4. Access to personal information
5. Grievance procedures for breaches of personal information

Definition of Terminology:

Personal Information: information captured in writing, electronically and/or verbally that would allow an individual to be identified. Examples of personal identifiers are name, date of birth, physical characteristics, photographs, prior academic credentials, current academic status, counselling information, physical and postal address, phone, email addresses.

ATO: Australian Taxation Office

DEEWR: Commonwealth Department of Education, Employment and Workplace Relations

1. Purpose of collecting personal information

Personal information collected is directly related and required for the purpose which the information is being obtained. Community Training Australia Pty Ltd will only collect necessary personal information as is required for training purposes by the State Training Authority, DEEWR or authorised by or under law.

2. Consent to collect and use personal information

In collecting personal information including addresses, D.O. B. photographs etc. students must provide permission by a signature with clear instructions about the use of the information (informed consent).



3. Record keeping

Personal information collected in physical format will be kept in a secured student filing cabinet for the life of the student's study at Community Training Australia Pty Ltd and then sent to a secured archival facility where it is kept for 30 years before being destroyed. Information kept electronically will have the necessary security features and licenses to prevent unauthorised access. If Community Training Australia Pty Ltd ceases to operate all physical format records will be forwarded to the State Training Authority and relevant records will be forwarded to DEEWR. If a grievance has been lodged, records of the grievance and its outcomes will be kept separate from the file for 5 years and only parties directly involved in the grievance may access the information.

4. Access to personal information

A student is able to obtain access to their own personal information that Community Training Australia Pty Ltd holds, by formal written request and at no cost. Students may also have access to records if they present at the Community Training Australia Pty Ltd office but must sign a registry form to indicate that they have accessed records. Amendments to personal information, held by Community Training Australia Pty Ltd, must be in writing and will be reviewed by the RTO Manager or RTO Manager's delegate at Community Training Australia Pty Ltd. If access or amendments to personal information is refused, reasons will be stated in a written reply and will be in compliance with relevant laws and or governance. This is to safeguard a third party changing or interfering with a student's records.

5. Grievance for breaches of personal information

If personal information has been generally published without prior consent or if the information has been misused and collected for reasons other than stated in point 1 of this policy, the Non-Academic Appeals and Grievances procedure will apply and anyone concerned may make their application through that procedure.

Person Responsible for Policy (and its review): RTO Manager

Person/s Responsible for Implementation: RTO Manager

Procedure for Implementation: This policy will be published on or in: Community Training Australia Pty Ltd website, Student Handbook, Staff Induction Handbook

Relevant Forms: Non-Academic Appeals and Grievances Form

Record Keeping Requirements: Keep records for 30 years before destroying

Location of Records: Student filing cabinets at each campus, electronic records while current student status, archiving storage facility after this time.

Policy Developed and Endorsed By: Director and RTO Manager

Policy Complies with: (external authority) *Privacy Act 1988 (Cth)*, Australian Council of Private Education and Training, National Privacy Principles

Related policies/procedures: Non-Academic Appeals and Grievances procedure