

# Privacy Policy

## POL.004

### Policy Purpose

CALAM Training understands and appreciates that individuals about whom we collect information, have a fundamental right to the privacy of any personal information we collect. This policy documents the CALAM Training commitment to privacy in accordance with the National Privacy Principles and relevant legislation.

### Policy Scope

This policy applies to all College staff – academic and administrative – that either work for or are in other ways associated with CALAM Training. The policy deals with the collection, use and disclosure, security and access to personal information.

### Collection of Information

CALAM Training collects VET personal information in order to assist in the provision of its services. Personal information is not collected unless for a purpose directly related to a function or activity of the College.

VET personal information is defined in clause 72 of Schedule 1A of the Higher Education Support Act 2003 as:

- (a) information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; and obtained or created by a \*VET officer for the purposes of Part 2 of this Schedule and Chapter 4.

### Use and Disclosure

CALAM Training uses personal information in order to provide a service, to communicate with students and staff and to communicate with nominated people in the event of an accident or emergency.

CALAM Training does not provide or sell personal information to external companies for marketing purposes. The College also collects statistical information in order to improve the level of service it provides, however, this information is not directly attributed to any individual.

The College may be required to provide personal information to external organisations in order to provide specific services as required by law. This information may include, but is not limited to, sharing information with the Department of Education and Training (Qld), Department of Immigration and Citizenship, Department of Education, Employment and Workplace Relations and with College representatives/agents in order to provide overseas student services. The College may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Personal information will not be disclosed to a third party without the prior written consent of the individual concerned.

Where health-related information is provided to the College during a consultation with a health-practitioner, the information may be accessed by College staff and other practitioners for the purpose of providing further services.

### Data Integrity

CALAM Training relies on students and clients to advise of changes in personal information in order to maintain complete, accurate and up-to-date records.

Overseas Students have a legal obligation to inform the College of any change in personal details such as address, contact telephone number(s), etc.

## **Data Security**

CALAM Training has ensured that all reasonable safeguards are in place to protect the information it holds against misuse or loss from unauthorised access, use, modification or disclosure.

As a Registered Training Organisation (RTO) under the Australian Quality Training Framework (AQTF) 2007 Conditions of Registration, CALAM Training is obligated to store information on student enrolments, qualifications and Statements of Attainment issued for a period of 30 years.

## **Access to Records**

All students, clients and employees have the right to inspect their own personal information held by the College. The College may charge a nominal fee for access to this service. Disclosure to a third party will only be granted after receiving written permission from the person whose information is held.

In particular a student enrolled with CALAM Training may apply for, and receive from the Administrator, a copy of VET personal information that CALAM Training holds in relation to that student.

## **Relevant Legislation**

- Information Privacy Act 2009 (Qld)
- Privacy Act 1998 (Commonwealth)
- Privacy Amendment (Private Sector) Act 2000

The following is a link to the Information Privacy Principles:

<http://www.privacy.gov.au/publications/ipps.html>

## **Procedure and Implementation**

- CALAM Training is committed to managing student and staff information in accordance with the relevant legislation and to ensure high standards of confidentiality and security are maintained
- Student details are collected for the purposes of processing student enrolments and enquiries, communicating effectively with students and staff, dispatching course information, despatching enrolment information, delivering course materials, managing records, despatching student accounts
- A student enrolled with CALAM Training may apply for, and receive, a copy of VET personal information that CALAM Training holds in relation to that student
- All requests for information regarding student records should be directed to the Administrator.
- Student information cannot be released to parents, partners, fee-payers or any third party without the prior written consent of the student
- If the student provides written consent to release particular information, a record of consent is kept in the student's file

## **Complaints**

Complaints regarding a privacy matter will be handled in accordance with the CALAM Training Complaints and Appeals Policy (POL.009).

Alternatively, complaints may be addressed to:

Office of the Federal Privacy Commissioner

GPO Box 5218

SYDNEY NSW 1042

Telephone: 1300 363 992 Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Website: [www.privacy.gov.au](http://www.privacy.gov.au)

**Responsibility:**

It shall be the responsibility of the Director to:

- Ensure that the requirements of this procedure are complied with.
- Ensure that all participants and staff understand and accept the policies and procedures as written in the Participant Handbook.

It shall be the responsibility of the College Administrator to implement the procedure and manage its compliance.

It shall be the responsibility of the Office Co-ordinator to ensure that relevant information concerning policies and procedures is included in the Handbook, website and orientation program.

It shall be the responsibility of the Trainers to understand and comply with the requirements contained in the policies and procedures.

**Definition:**

**AQTF**            the most recent Australian Quality Training Framework

<b>AUTHORITY RECORD:</b>	<b>This document belongs to:</b>
<b>Compiled by</b> Rod Bullpitt	-----
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