

<b>Issue Date:</b>	August 2013
<b>Version:</b>	1.0
<b>Scheduled Review:</b>	August 2014
<b>Authorised By:</b>	General Manager
<b>Page 1 of</b>	1

## Quality Manual Policy – QPOL8

### Privacy Policy

#### Objective

Australia Wide First Aid (AWFA) confirms its commitment to meeting the ASQA standards relating to the privacy of student information.

#### Our commitment to privacy

Client privacy is very important to us. Australia Wide First Aid is required to comply with the Federal Privacy Act and its National Privacy Principles. Our Privacy Policy applies to any personal information we collect, use or disclose.

#### How and why we collect personal information

We collect personal information to enable us to provide our various services. Personal information collected from our clients/participants will be used for training purposes only.

We may also use client/participant information with client consent for related purposes such as providing clients with updates to Australia Wide First Aid's products and services.

#### How we use and disclose personal information

We do not use or disclose client/participant personal information for any purpose that our clients/participants would not reasonably expect of us. We have a duty to maintain the confidentiality of our client's/participant's affairs, including personal information. Our duty of confidentiality applies except where disclosure of personal information is accompanied by the client's/participants written consent or is compelled by law.

Client/participant information may be disclosed to approved third parties who are also required to comply with the National Privacy Principles. Our approved third parties include course facilitators, coaches, mentors, assessors and administrators. Additionally, personal information, including contact details, training progress, attendance records etc, that participant's would reasonably expect to be associated with their training may be provided to their manager, employer, manufacturer, Government Departments and/or related agencies.

#### Security of personal information

We endeavour to protect any personal information that we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure.

We maintain physical security over our paper and electronic data stores and premises, such as locks and security systems. We also maintain computer and network security by using firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems and files.

#### DOCUMENTS:

Privacy Act 1988

Privacy Amendment Act 2000