

Policy

National Training (NT) treats the privacy of its students, and employees very seriously as a matter of respect for each person's fundamental right to privacy of their personal information. This policy document serves to outline NT's commitment to privacy in accordance with the Information Privacy Principles (IPPs) set out in the Victorian Information Privacy Act 2000.

Scope

This policy deals with the collection, use and disclosure, security and access to personal information of all individuals associated with NT.

Responsibility

The CEO is responsible for the implementation and maintaining compliance with this policy and procedure.

Collection

NT collects personal information in order to assist in the provision of its services. Personal information will not be collected unless it is relevant for a purpose directly related to a function or activity of NT and will only collect information by lawful means. Where NT collects personal information for inclusion in a record, it will take all reasonable steps to ensure that the individual is made aware of the purpose for which the information is being collected. NT shall not collect personal information by unlawful or unfair means.

Student details are collected for the purposes of processing enquiries, communicating accurately with students, matching courses with students' needs, dispatching course information, enrolment procedures, delivering course materials, managing record keeping processes and student account details, compiling statistics and market research.

NT will ensure that the collection of personal information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned and that information collected is up to date and complete.

NT websites may use cookies and IP address data in order to collect statistical information regarding website usage. IP addresses are not matched with personal information.

For details on data storage and security, see the Record Management Policy and Procedure.

Use & Disclosure

NT acknowledges and respects the privacy of individuals. We advise that the information you provide is "personal information" as defined by the Victorian Information Privacy Act 2000. This information is collected for the purposes of processing your registration application or enquiry, keeping you informed of upcoming events and assisting us in improving our educational service. This information includes but is not limited to your personal contact details, course enrolment details and changes.

NT uses the personal information only for the purpose that it was provided in order to provide products or services, to communicate with students and staff and to communicate with nominated people in the event of an accident or emergency. NT does not provide or sell personal information to external companies for the purposes of marketing. NT also collects statistical information in order to improve the level of service provision; however none of this information may be directly attributable to any individual.

NT may be required to provide personal information to external organisations including the Australian Government and designated authorities in order to provide specific services and as required by law. This may include, but is not limited to sharing information with the national regulatory bodies including ASQA.

NT 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.

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

Personal information will not be disclosed to a third party, other than as described above, without the written consent of the individual concerned.

Data Quality

NT relies on students to advise of changes in personal information in order to maintain complete, accurate and up-to-date records. NT will ensure that records are accurate, up-to-date, complete, and not misleading.

Access and Correction

All students and employees have the right to inspect their own personal information held by NT free of charge. An individual may apply to receive a copy of their personal information held by NT. Student information cannot be released to parents, partners or any other external party without the student's written consent. Disclosure to a third party will only be granted after receiving written permission.

Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment are noted on the record.

If a student gives written consent to release certain information a record of the written consent must be held on the student file.

Complaints

Complaints regarding a privacy matter will be handled in accordance with NT's Complaints and appeals Policy and Procedure.

Alternatively complaints may be addressed to Privacy Victoria as follows:

Privacy Victoria
GPO Box 5057
Melbourne Victoria 3001
Australia
www.privacy.vic.gov.au
Relevant legislation
Information Privacy Act (Vic) 2000
Privacy Act 1998 (Commonwealth)
Privacy Amendment (Private Sector) Act 2000

Procedure for Implementation

Procedure for Student to request Access to Personal Record:

1. The student will place a request to access their personal record with the Officer Manager.
2. The Officer Manager will then arrange a time with the Student to come to view the contents of their personal file. The student will also be invited to view their file in the electronic database.

Privacy Statement



4. A note will be made on the Student's file, and signed and dated by the student, to confirm that they have sighted their record.

Procedure for safeguarding confidential information obtained:

1. All staff are required to be aware of this Policy and Procedure.
2. All new staff are only given access to selected areas of The Student Records Management System, the online database, as required.
4. Access to the Locked Storeroom where student files are kept is restricted.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.