

## Student Privacy

### Objective

Cire Training respects the privacy of its students, clients and employees and ensures that all personal information is stored securely and in accordance with the relevant State and Commonwealth Privacy Legislation.

This policy document serves to outline Cire Training's commitment to the fundamental right of individuals to the privacy of their personal information.

### Scope

This policy deals with the collection, use and disclosure, security and access to personal information. It applies to all students, trainees and staff of Cire Training.

### Policy

#### Collection

Cire Training 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 Cire Training, and will only be collected by lawful means. Where Cire Training 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. Cire Training will not collect personal information by unlawful or unfair means.

Student details are collected for the purposes of:

- Processing enrolments and enquiries;
- Communicating accurately with students;
- Matching courses with student's needs;
- Dispatching course information;
- Enrolment procedures;
- Delivering course materials;
- Managing record keeping processes and student account details;
- Compiling statistics, data reporting requirements, issuing of Statements of Attainment, Qualifications, and market research (only when permission has been granted);
- Obtaining feedback and analysis of survey data.

Cire Training 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 accurate and current.

#### Use and Disclosure

Cire Training 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. Cire Training does not provide or sell personal information to external companies for the purposes of marketing.

Cire Training also collects statistical information in order to improve the level of service provision and to fulfil contractual data reporting requirements; however none of this information may be directly attributable to

any individual.

Cire Training 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.

### Data Quality

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

Cire Training will ensure that records are accurate, current, complete, and not misleading. Cire Training confirms information/details from students as part of the re-enrolment procedure; see the *Course Enrolment Policy and Procedure*.

### Access

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

To access personal information, a *Request to Access Personal Information* form needs to be completed and submitted to the RTO Manager who will organise access as per the Student Privacy Procedure.

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 the *Student Complaints and Appeals Policy*.

If a complaint cannot be addressed by Cire Training through the *Student Complaints and Appeals Policy*, the matter can be taken further by contacting the Australian Privacy Commission.

### Definitions

N/A

### Related Documents

- Request to Access Personal Information Form
- Student Complaints and Appeals Policy
- Accredited Course Enrolment Policy and Procedure
- Enrolment Form
- Student Privacy Procedure

### Related Legislation

- Standards for Registered Training Organisations 2015
- Information Privacy Act 2000
- Privacy Act 2014

## Area of Compliance

- Standards for Registered Training Organisations 2015, Clause 8.5, 8.6

## Organisational Area

Cire Training and Community Hubs

## Approved by

The Board

Signature:

A handwritten signature in black ink, appearing to be 'AS' or similar, written over a light grey background.

Date: October 2021

## Operative Date

May 2019

Updated October 2021

## Review Date

October 2023