

Name: QCP 14 Privacy Policy

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Approved by: Julie Elvidge

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Review by: February 2018

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## SECTION 1 - INTRODUCTION

### PURPOSE

In the course of its business Practical Outcomes may collect information from Learners or potential Learners, either electronically or in hard copy format, including information that personally identifies individual users. Practical Outcomes may also record various communications that Learners or potential Learners have with us.

This policy provides the framework and explains how in collecting personal information Practical Outcomes will comply with the Australian Privacy Principles set out in the Privacy Act 1988 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

### SCOPE

The policy and procedure is relevant to all employees of Practical Outcomes and its associated companies and subsidiaries in Australia.

### DEFINITIONS

Word/Term	Definition
Personal information	Information (or an opinion) relating to an individual that can be used to identify that individual

### LEGISLATIVE CONTEXT

Name	Section
Standards for Registered Training Organisations	3.6, 4.1, 6.5, 8.5
Privacy Amendment (Enhancing Privacy Protection) Act 2012.	

## SECTION 2 - POLICY

### PRINCIPLES

To operate, fulfil contractual and data reporting requirements, Practical Outcomes needs to collect personal information from Learners.

## POLICY

<b>1</b>	<b>Collection and use of personal information</b>
1.1	Practical Outcomes will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided to us.
1.2	The personal information supplied by individuals to Practical Outcomes will only be used to provide information about study opportunities, course administration, academic information and to maintain accurate records. If an individual chooses not to give Practical Outcomes certain information then we may be unable to enrol the individual in a program or supply them with appropriate information. Refer also to the Enrolment and Eligibility Form (as applicable) for more specific privacy information.
<b>2</b>	<b>Disclosure of personal information</b>
2.1	Personal information about Learners studying with Practical Outcomes may be shared with the Australian and State and Territory Governments and designated authorities, including the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.
2.2	Any person or organisation to whom personal information is disclosed as described in this policy will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
2.3	Practical Outcomes will not disclose an individual's personal information to another person or organisation unless: a) The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation; b) The individual concerned has given written consent to the disclosure; c) Practical Outcomes believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person; d) The disclosure is required or authorised by or under law. e) The disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty.
<b>3</b>	<b>Security of personal information</b>
3.1	Practical Outcomes will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.
3.2	Practical Outcomes will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.
3.3	Where Practical Outcomes has no further use for personal information for any purpose disclosed or is no longer required to maintain that personal information. All reasonable steps will be taken to destroy or de-identify the information. See the Records Management Policy for more information.
<b>4</b>	<b>Right to access and correct records</b>

4.1	Individuals have the right to access or obtain a copy of the personal information that Practical Outcomes holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Practical Outcomes holds about them; however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.
4.2	If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. 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 will be noted on the record.
4.3	Written requests for access to or to obtain a copy of personal information held by Practical Outcomes should be sent to: General Manager - Quality and Compliance Practical Outcomes 3 Wellington Street St Kilda, 3182, Victoria
5	<b>How to complain about a breach in Privacy</b>
5.1	If at any time you feel your personal information has not been handled in an appropriate manner, please follow the process outlined in the Student Grievance (academic and non-academic) Policy.

## SUPPORTING DOCUMENTATION

### Forms and Records Management

	Retention Time	Retention Location
Enrolment Form	2 – 7 years	Student File
Eligibility Form	2 – 7 years	Student File

### Related Material

Name	Location	Document Type
Student Grievance (academic and non-academic) Policy	Intranet	Policy
Records Management Policy	Intranet	Policy

## SECTION 3 - GOVERNANCE

### RESPONSIBILITY

<b>Policy Owner</b>	CTG General Manager – Quality and Compliance
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## VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	30 January 2015	Marcus Sellen	Creation of Policy & Procedures
2	8 January 2016	Julie Bowry - Needham	Review of Policy, re-format policy.
3	24 February 2017	Julie Elvidge	Annual review of policy, inclusion of SRTO clause information and reference to the previous privacy act.

## POLICY & PROCEDURE DIRECTORY REQUIREMENTS

### CATEGORY

Q drive – Human Recourses/Policies and Procedures/Privacy Policy

### KEYWORDS

Privacy, Personal, Information