

# BQ3: Privacy and Personal Information Policy

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## Purpose

This policy ensures that Gascoigne Training and Assessment meets its legal and ethical requirements in regard to the collection, storage and disclosure of personal information it holds in regard to its student population, staff, other clients and interactions with external organisations.

## Policy

### 1. Principles

- 1.1 In collecting personal information Gascoigne Training and Assessment will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001.
- 1.2 Gascoigne Training and Assessment is committed to ensuring the confidentiality, integrity and security of all information.

### 2. Collection of Information

- 2.1 In the course of its business, Gascoigne Training and Assessment will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.
- 2.2 Gascoigne Training and Assessment will record various communications between the organisation and students, prospective students, other clients and associated organisations.
- 2.3 Gascoigne Training and Assessment will only collect personal information by fair and lawful means which is necessary for the functions of Gascoigne Training and Assessment.

### 3. Use of Information

- 3.1 The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information then we may be unable to provide some services or provide appropriate information.

### 4. Disclosure of Personal Information

- 4.1 Personal information about students studying with Gascoigne Training and Assessment may be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).
- 4.2 Gascoigne Training and Assessment 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;
  - c) Gascoigne Training and Assessment 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; or

e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

4.3 Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

4.4 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Gascoigne Training and Assessment shall include in the record containing that information, a note of the disclosure.

## **5. Security of Personal Information**

5.1 Gascoigne Training and Assessment will take all reasonable steps to ensure that any personal information collected is:

- a) relevant to the purpose for which it was collected;
- b) up to date;
- c) complete; and
- d) accurately recorded.

5.2 Gascoigne Training and Assessment will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

## **6. Right to Access Records**

6.1 Individuals have the right to access or obtain a copy of the personal information that Gascoigne Training and Assessment holds about them. Requests to access or obtain a copy of personal information must be made in writing and sent to; PO Box 2026 Mountain Gate Victoria 3156.

6.2 There is no charge for a student to access personal information that Gascoigne Training and Assessment holds about them; however there may be a charge of 20cents per page for every page that is copied. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request.

## **7. Amendment to Records**

7.1 If an individual considers the personal information that Gascoigne Training and Assessment holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

7.2 Where a record is found to be inaccurate, a correction will be made. Where a student 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.

## **8. Publication**

8.1 This *Privacy and Personal Information Policy* will be made available to students and prospective students by publication in the student handbook.

8.2 In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this policy, Gascoigne Training and Assessment will ensure all students are informed of this policy and procedure and how to access them prior to enrolment.

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## **Related Policies**

- BQ1: Code of Practice and Customer Service Charter
- BQ11: Record Management Policy

### Related Procedures and Documents

- BQ3.1: Access to Records Procedure
- BQR3.1: Access to Records Register
- SMF24.1.1: Student Enrolment & Induction Checklist

### Publishing Details

<b>Policy No:</b>	BQ3	<b>Document Name:</b>	BQ3 - Privacy and Personal Information Policy V1.0- 16.09.10		
<b>Quality Area:</b>	Business & Quality	<b>Version:</b>	V1.0	<b>Date:</b>	16.09.10
<b>Author:</b>	RTO Advice Services	<b>Approved:</b>	Jim Gascoigne	<b>Review Date:</b>	16.09.11
<b>Status:</b>	Approved	<b>Approval Date:</b>	16.09.10		
<b>Policy Drivers</b>	AQTF2010 ESR 2.5; 3.1; 3.3 CoR 3.				
<b>Relevance:</b>	All current and prospective students, clients and staff of Gascoigne Training and Assessment.				
<b>Circulation:</b>	To be provided in the student and staff handbooks and on the company's website.				

