

PURPOSE:

This policy describes the practices and procedures by which Quality Training & Hospitality College (QTHC) will ensure the compliance with the relevant privacy legislation to protect the personal information and right to privacy of those which are detailed within this policy.

SCOPE:

This policy applies to all students, both Domestic & International, and also persons employed by or contracted to QTHC.

The Managing Director is responsible for the control and issuance of this policy.

PROCEDURE

QTHC will ensure that it respects the privacy of staff, prospective staff, students, prospective students and employers by implementing the Australian Privacy Principles.

The Australian Privacy Principles (APPs) in the Privacy Amendment (Private Sector) Act 2000 sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know that information an organisation holds about them and a right to correct that information if it is wrong.

QTHC will ensure it operates consistently with the APPs and only collects the personal information that is necessary for the conducts of its business, and that it will use that information in the manner for which it was intended.

Review

The Managing Director will review the policy annually or earlier. Should there be relevant amendments to the respective Act or changes to the operations of QTHC or educational environment, these changes will be analysed and updated in the policy.

Purpose for Collecting Information

The purpose for which QTHC collects personal information of students includes: satisfying legal obligations, administration, to keep employers informed of the student's progress in the course of study, allow QTHC to discharge its duty of care.

The purpose for which QTHC collects personal information of job applicants, staff members and contractors includes: satisfying legal obligations, insurance purposes, administering the individual's contract of employment.

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Release of Information

QTHC must have the student's permissions in writing with reference to release of information. This document will need to be signed prior to the course starting.

QTHC is required to ask for the staff member's permission in writing with reference to release of information. This is included in the staff employment agreement, which must be signed prior to employment.

Information Collected

QTHC collects personal information solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework administered by the Australian Skills Quality Authority who is the National VET Regulator (NVR). The requirements of the NVR may mean the release of students or staff member's personal information for the purposes of an audit.

The type of information QTHC collects and holds includes (but not limited to) personal information, including sensitive information, about: Students and parents and/or guardians before, during and after the course of a student's enrolment, Job applicants, Staff members and contractors; and other people that come to contact with QTHC.

The information media may take the form of: interviews, feedback surveys, email correspondence, telephone calls, third party information, and application forms. Data will be uploaded to QTHC client management system.

Provision of Information

Student or staff information will not be provided to anyone unless QTHC has the permissions from the student or staff member or is specifically required to provide the information by law.

For example student information is only given to the following bodies where required:

ASQA: Australian Skills Quality Authority

STA: State Training Authorities

Employers where the student is a trainee

While students are undertaking the training program, there will be times when QTHC and/or its staff may need to discuss the students program with internal RTO staff and the National VET Regulator – ASQA and the student's employer.

Access to Information

Under the APPs the student or staff member can access his/her personal information and may correct inaccurate or outdated information about them.

Should staff or Students seek access to their information we have a documented procedure requiring authorisation before this can occur.

- Access to client/candidate personal information is available on application through the QTHC

Compliance Officer. Access to personal information will be controlled at all times.

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- Access to personal information must be request by submitting and having approved, an Access Authorisation Form.
- A person requesting the information will be accompanied for the entire time they are in possession of their personal information by the QTHC Compliance Officer.

Students

Students will have access to all information held about them. QTHC will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or to whom the student has given permission.

Students who request access to their information will be given full access to the details they request. No cost will be charged for them accessing their information whilst they are enrolled students.

Staff

Staff will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the staff member has given permission.

Staff member who request access to their information will be given full access to the details they request. No cost will be charged for them accessing their information whilst they are employed at QTHC. If the person is no longer and employee of QTHC, and they request access of information there may be a fee involved, the cost must be paid in advance.

Privacy Principles

QTHC abides by the APPs and will not pass on students or other staff member's information to anyone in any way that may be considered as breaching the Privacy Principles.

The following Australian Privacy Principles (APPs) were downloaded from:

<http://www.oaic.gov.au/privacy/privacy-resources/privacy-guides/app-quick-reference-tool>

APP 1 — Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 — Anonymity and pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 — Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 — Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

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APP 5 — Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 — Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 — Cross-border disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 — Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP 10 — Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 — Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 — Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

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