

Purpose

Advance Community College values your privacy and is committed to handling your personal and health information in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) and other applicable legislation.

Policy

In this Policy:

- 'information' means personal information and sensitive information as defined in the Privacy and Data Protection Act 2014 (Vic); and health information as defined in the Health Records Act 2001 (Vic).
- 'agent' means a person or organisation external to Advance who is authorised to act on our behalf.

Our Privacy Policy explains how we handle your personal information, including how it is used and potentially disclosed, importantly how it is stored and secured and additionally how you can access and update your personal information. Advance is also obligated to notify the Department if we become aware of any privacy breaches.

This policy only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Why we collect personal information?

Advance values the privacy of all individuals and is committed to handling their information in a lawful and responsible manner. Advance is committed to ensuring that it is compliant with the Information Privacy Principles (IPPs) in the Privacy and Data Protection Act 2014 (Vic), the Health Privacy Principles (HPPs) (Cth) in the Health Records Act 2001 (Vic), and to the related legal obligations by which it is bound. Where legally required Advance will comply with the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth).

We collect personal information in order to provide you as a client, with access to our training and associated services, and so we can better understand how we can improve our provision of services to you now and in the future. Additionally, a large component of what we do as an RTO requires us to collect personal information for mandatory statistical data reporting as prescribed by government regulators.

Where lawful and practicable, individuals may choose not to identify themselves when transacting with Advance. However, we may consequently be unable to provide services in these circumstances.

Advance will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements and it will only be used for the specific purposes for which it was collected.

Collecting information

Advance will not collect any additional personal information other than for the purpose of ensuring we can deliver our services to you and information will only be collected in a fair and lawful manner.

Advance collects information for various purposes, including for:

- the provision of education and related activities; and
- the employment of staff.

In general terms, information collected from you will include:

- the purpose for which Advance is collecting the information;
- how the individual can access their information;
- to whom the information will be disclosed;
- whether the collection is required by law; and
- the consequences of not providing the information.
- sensitive information in limited circumstances (e.g. with the individual's informed consent, if required by law).

How do we collect your information?

Advance will make all endeavours where possible to collect personal information directly from you. We will collect all personal information in writing in the first instance, either from an employer, registration, personal details or enrolment form that has come directly from you. If the case arises, some instances may require personal information to be collected indirectly from a parent or guardian for those under the age of 18.

Advance will not collect any additional personal information other than for the purpose of ensuring we can deliver our services to you and information will only be collected in a fair and lawful manner.

If Advance receives personal information indirectly (unsolicited) from a party other than yourself, we will make a determination on whether the information needs to be retained in order to provide our services to you as previously explained, or whether the information can lawfully be destroyed or de-identified.

Use and disclosure of personal information

Advance will make every effort to ensure that your personal information remains confidential and secure and is only used for the primary purposes outlined in this document and only for any secondary purposes that you have been made aware of and have agreed to.

Advance will not disclose, reveal, sell, share or pass your information onto a third party, without your express permission. Advance does not sell its mailing lists to third parties for marketing purposes.

In some specific instances however, your information will need to be passed to a third party, these include:

- Australian Skills Quality Authority (ASQA)
- Department of Education
- The National Centre for Vocational Education Research (NCVER)

Only personal information required to comply with Federal or State based legislation for our scope of operation or Commonwealth contractual obligations, will be passed to these third parties and at no time will Advance disclose any of your personal information to overseas recipients.

If required to do so, Advance may disclose personal information to law enforcement authorities when required or authorised under an Australian law or a court/tribunal order, or where it is reasonable to do so if there has been a threat to life or we believe a criminal act or unlawful activity has been committed. Advance may also disclose information if a permitted health condition exists or a health condition eventuates that may require emergency medical care for you.

Direct Marketing

Advance does not sell its mailing lists to third parties for marketing purposes and will not use your information for purposes of direct marketing unless you have given your permission for this to occur. We may use client testimonials on our website but we will not identify you by name unless your express permission has been given.

Government related identifiers

Advance does not adopt or disclose a government related identifier of an individual as its own identifier, unless Advance is authorised by law and prescribed by regulations to do so.

In the course of our provision of services as an RTO, we may use a government related identifier, for example, Advance uses contracted training staff who operate as sole traders and we will collect an Australian Business Number (ABN) for the purpose of contracting services.

Advance may also need to collect government related identifiers, such as a Medicare Card number, passport details or a driver licence in order to fulfil our obligations under Federal Law in the conduct of our operations as an RTO. Copies of these documents may be required to be retained, as per contractual requirements of government contracts.

Management of your personal information and its 'Quality'

Advance endeavours to ensure your personal information is accurate, up to date, complete and relevant. We will as a matter of course, routinely update personal information in our Student Management System.

Advance invites you to contact your nearest Advance office at any time to provide us with updated personal information and you can request access to your personal information at any time.

Advance does not charge a fee for accessing or correcting your personal data.

Breach Management

Advance will notify the Department immediately and assist in any investigation or other steps taken by the Department in response to a privacy breach where:

- Advance becomes aware of any unauthorised or attempted unauthorised disclosure, use, modification, access or misuse or loss of any personal information;
- Any act or practice of Advance which causes a failure by the Department to comply with its obligations under the PDP Act or Health Records Act.

Retention and disposal of your information and information security

Your personal information is held at Advance in both electronic and paper format. We take all reasonable steps to protect your personal information from misuse, loss and from unauthorised access or disclosure.

Specifically your information is retained:

- In our Student Management System which hosts data externally with a third party and is secured in alignment with Commonwealth standards. The system is secured with personalised user account passwords.
- For a period of time in hard copy archive, secured on site in a locked areas.
- Periodically on Advance systems and databases which are secured with individual user account passwords and user access privileges.
- On hard copy backup drives which are retained in the event of system failure or loss. All backup copies of these drives are held securely on site.
- Advance will adopt a clear desk policy at close of business for documents containing personal information.
- Paper documents containing personal information are disposed of in secure waste bins for destruction.

Advance will retain personal information for as long as we are required to do so to conduct business activities in line with Commonwealth legislation or other legal requirements. This may include the retention of some personal information for up to 30 years.

As soon as your personal information or components of it are no longer required, and it is lawful to do so, Advance will take all reasonable steps to destroy and/or de-identify the information.

Complaints

If you have a complaint or concern about the way Advance has managed or is managing your personal information, you should direct queries to:

Privacy Officer – CEO
6 Henry Wilson Drive, Rosebud (PO Box 524 Rosebud 3939)
T: 5986 4623

Reference Documents

Request for Access to Student Records Form (ACC80)
Complaints and Appeals Form (ACC66)