

PURPOSE

Matrix Training (MT) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, MT is required to comply with Federal law regarding Privacy and confidentiality of employees, students and contractors.

The purpose of this policy is to outline how MT complies with Privacy Act 1988 and Australian Privacy Principles (APPs).

POLICY

MT is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. MT is committed to safeguarding any confidential information obtained by the RTO. MT will ensure:

- It maintains and provides a current Privacy Policy;
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records.

Policy Principles

Legislation

The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).

Underpinning Principles

- a) *Personal Information* is defined in the Privacy Act 1988 to mean “information or an opinion about an identified individual, or an individual” who is reasonably identifiable:
 - whether the information or opinion is true or not; and
 - whether the information or opinion is recorded in a material form or not.

- b) *Sensitive Information* is defined in the Privacy Act 1988 to mean “information or an opinion about an individual’s” that is also personal information, such as:
 - racial or ethnic origin; or
 - political opinions; or
 - membership of a political association; or
 - religious beliefs or affiliations; or
 - philosophical beliefs; or
 - membership of a professional or trade association; or
 - membership of a trade union; or
 - sexual orientation or practices; or
 - criminal record;
 - health information about an individual; or
 - genetic information about an individual that is not otherwise health information; or

- biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- biometric templates.

PART 1 – Consideration of Personal Information Privacy

a) Open and Transparent Management of Personal Information.

MT will:

- Ensure that personal information is managed in an open and transparent way.
- Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
- Ensure that it maintains an up-to-date policy about the management of personal information.
- Ensure that MT Privacy Policy contains the following information:
 - The kind of information that is collected and held;
 - How the information is collected and held;
 - The purposes for which information is collected, held, used and disclosed;
 - How an individual may access their personal information that is held by MT and seek correction of such information as necessary;
 - How the individual may make a complaint about a breach of the APPs and how MT will deal with such a complaint;
 - Whether MT is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
- Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.

b) Anonymity and pseudonymity

MT will:

- Respect that individuals may not wish to identify themselves when making enquiries on MT products and services;
- However, require full personal details as required by law and for identification purposes from students.

PART 2 – Collection of Personal Information

- a) MT will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
- b) MT advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements.
- c) MT will take reasonable steps at or before the time of collection to ensure that you are aware of:
- Who we are and how to contact us;
 - How to gain access to your own information;
 - The purpose for which the information is being collected;
 - Any organisation to which we would normally disclose information of that kind;
 - Any law that requires the particular information to be collected;
 - The main consequences for the individual if all or part of the information is not provided.
- d) MT collects information from you in the following ways:
- When you register your interest on line, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
 - Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.

- Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- e) Should MT collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

PART 3 – Dealing with Personal Information

- a) MT will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected. The circumstances where an exception may occur are:
 - Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order;
 - The individual would reasonable expect MT to use or disclose the information for the secondary purpose;
 - A permitted health situation exists in relation to the use or disclosure of the information by MT;
 - A permitted general situation exists in relation to the use or disclosure of the information by MT;
 - MT reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
- b) MT collects your personal information so as to:
 - Process applications;
 - Manage your enrolment;
 - Record and maintain your details;
 - Administering training programs;
 - Record and maintain details of your ongoing training and assessment;
 - Provide you with details regarding student services, benefits, and training opportunities;
 - Notify you about upcoming events and opportunities;
 - Gain feedback from you;
 - Communicate with you;
 - Report to relevant authorities as required by law.
- c) Direct Marketing
MT:
 - May use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (i.e. the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) so as to let you know about our services and benefits, where we have your consent.
 - Provides an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications.
- d) Cross Border Disclosure
MT:
 - Does not disclose personal information to overseas recipients unless prior written approval is received by the individual who the personal information relates.
- e) Adoption, use or disclosure of Government Related identifiers
MT:

- Is required by law (Student Identifier Act) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
- Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
- Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

PART 4 – Integrity of Personal Information

a) Quality of personal information

MT will take steps, as are reasonable, to ensure that the personal information it:

- Collects is accurate, up to date and complete;
- Uses or discloses, is having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

b) Security of personal information

MT will take steps, as are reasonable in the circumstances to:

- Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
- Destroy the information or to ensure that the information is de-identified.

PART 5 – Access to, and Correction of, Personal Information

a) MT provides all students with electronic access to their own personal records, where the individual can update and maintain their own personal information.

b) In some circumstances MT may not permit access to individuals for their personal information. If this is ever the case, MT will provide full details for the legal reasons for this decision. These may include that MT believes:

- That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
- Giving access would have an unreasonable impact on the privacy of other individuals; or
- The request for access is frivolous or vexatious; or
- The information relates to existing or anticipated legal proceedings between MT and the individual, and would not be accessible by the process of discovery in those proceedings; or
- Giving access would reveal the intentions of MT in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- Giving access would be unlawful; or
- Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- Both of the following apply:
 - MT has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to MT functions or activities has been, is being or may be engaged in;
 - Giving access would be likely to prejudice the taking of appropriate action in relation to the matters; or
- Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- Giving access would reveal evaluative information generated within MT in connection with a commercially sensitive decision-making process.

c) When dealing with requests for access to personal information, MT will:

- Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation; and

- Provide access to the information in the manner requested, if it is reasonable and practicable to do so.
- d) MT does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.
- e) With regard to the correction of personal information held:
 - should MT be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, MT will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.
 - Should MT refuse to correct information, MT will give written notice to the individual that sets out:
 - The reason for refusal
 - The mechanisms available to complain about the refusal; and
 - Any other matter prescribed by the regulations.

MT RESPONSIBILITIES

The CEO ensures that all employees are made aware of this policy and its underpinning legislative requirements and comply with this policy at all times.

The CEO ensures that all students have access to and awareness of this policy.

RECORDS MANAGEMENT

All documentation from Enrolment processes is maintained in accordance with *Records Management Policy*.

MONITORING AND IMPROVEMENT

All enrolment practices are monitored by the CEO and areas for improvement identified and acted upon in accordance to *Continuous Improvement Policy*.

Appendix 1 - Privacy Notice on public documents

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Matrix Training (MT) to:

- request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice