

Privacy

POLICY & PROCEDURE

Division

LMIT – QMS - PPM

Policy & Procedure number

006-V1

Updated

05/8/2015

Implemented

13/08/2015

Reviewed by

Melanie MacDonald

Chief Executive Officer

1. Purpose

The purpose of this policy is to support standard 3 clause 3.6, standard 5 clause 5.1- 5.4, standard 7 and standard 8 clause 8.5 -8.6

2. Scope

This policy applies to all LMIT team members.

3. Policy

Line Management Institute of Training (LMIT) is committed to protecting employee and client privacy and confidentiality in line with State and Federal Privacy legislation.

This policy focuses on LMIT's commitment to protecting the privacy of its students, and outlines the various ways in which it ensures this protection. For the purpose of this policy personal information is described below.

4. Policy validity statement

If this document has passed its review date (as shown above), it may be invalid. Please ensure you're referring to the most current version before relying on its contents.

5. Procedure

Collection of personal information

LMIT will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements.

Staff

- LMIT will collect personal information from staff in order to obtain the information required to meet employment, legal and taxation obligations.
- Information collected includes general personal details, and may include details of any disability or health issue that may affect the staff member's ability to meet the requirements of their position.
- LMIT will maintain information and details in relation to staff performance, appraisals and performance reviews, and professional development.

Students

- LMIT is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Where applicable information may also be required to comply with AVETMISS standards as specified by government regulators.
- Information collected from students includes details such as learners unique student identifier (USI) number full name, gender, date and country of birth, address, etc.
- LMIT collects all personal information in writing, either from an enrolment or enquiry form, directly from the person whom the information is about. (Where applicable information may be collected from the parent or guardian of a student under the age of 18.)

Use and disclosure of personal information

Staff

- LMIT uses personal information of its staff for the purposes of meeting employment requirements including payroll, superannuation and taxation.
- Staff personal information maintained by LMIT will not be used for any purpose other than business purposes.

Students

- LMIT uses personal information of its students for the purposes of meeting VET requirements for the awarding of national qualifications, and to comply with reporting requirements where relevant, as specified by government regulators.
- Personal information as collected through the enrolment form or through other means will be passed on to government regulators as per legal data collection requirements. This personal information may also be accessed for the purposes of an audit by ASQA.
- Personal information collected may be used to provide information, promotional materials and incentives or conduct research.
- Personal information may be shared between the Australian Government and designated authorities facilitating the monitoring and control of immigration.
- Personal information will not be used in any way other than those outlined in this policy, and any other ways that might reasonably be expected.

Access to personal information

- It is a policy of LMIT to allow access to personal files at any time to the person to whom those files relate, upon written request.
- Staff and students may access their personal information and files by submitting written request to the Administration department.
- Proof of identification will be required to be presented in person.

Storage and security of personal information

- LMIT will take all reasonable steps to maintain the privacy and security of personal information.
- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information will be stored in a locked filing cabinet and held within a secure area on LMIT premises.
- Reasonable steps will be taken to destroy or permanently de-identify personal information when it is no longer required for any purpose.
- Student information maintained electronically in the Student Management System will be kept electronically for 30 years.

Business Information

- In the normal course of business LMIT will collect and maintain information on partner organisations, suppliers, and employer organisations. This may include financial data, company details, or other related data in terms of the business relationship with LMIT
- LMIT will make all reasonable efforts to protect and retain confidentiality of all business information received from clients or partner organisations during the course of business

operations. This information will not be disclosed without the prior consent of the client or partner organisation.

Privacy Statement

A privacy statement is available for all persons in contact with LMIT to identify the way in which personal information is handled (Appendix A) RTO Privacy Statement.

Appendix A:**RTO Privacy Statement**

Line Management Institute of Training (LMIT) respects your privacy and is committed to ensuring that personal information collected is dealt with in accordance with the Information Privacy Principles contained in the [Information Privacy Act 2009](#). This statement explains how we handle your personal information.

This statement only applies to personal information maintained by LMIT and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words 'we' and 'us' in this document refer to LMIT

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, passport details, visa details, etc.

If you decline to provide your personal information, LMIT may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

Collection of personal information

Personal information will only be collected in relation to the provision of training services and the operation of the Registered Training Organisation.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer however this will not include sensitive information.

Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used for the purposes of carrying out LMIT's obligations and duties as a Registered Training Organisation.

In addition, the LMIT intends to use the personal information you have provided for a number of other purposes including:

- updating and maintaining your records
- providing you with important information about LMIT and its services, matters affecting your enrolment or course/s.
- providing you with information, promotional materials and incentives
- conducting research.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law

- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact Administration in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification in person or certified to view the information.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

LMIT uses third parties to administer and deliver services and communications to students and the public. Some third party suppliers or their products and services are located overseas. Business details and personal information you choose to provide to LMIT may be transferred to an overseas recipient and stored overseas to administer such services and communications to you. By submitting information to LMIT, you agree to this transfer and Australian Privacy Principle 8.1 will not apply to this disclosure.

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter you should contact Administration.

6. References

The Privacy Act 1998 (Cth)

National Vocational Education and Training Regulator Act 2011

7. Related Topics

Records Management Policy and Procedure

8. Associated Documentation

RTO Privacy Statement

Student Handbook

Enrolment Information

LMIT Website

Training Agreements

Unique Student Identifier

9. Definitions

Personal information:

Includes information or an opinion that identifies an individual or allows their identity to be readily identified from such information. It includes but is not limited to information collected such as a person's name, address, date of birth, financial information, marital status or billing details.

Business information:

Includes information collected from business partners, suppliers, and employer organisations.

10. Internal Controls

Any Changes required are authorised by the Training and Quality Manager

Document History

Amended	Amended By	Division	Details
5/8/2016	Bonnie Scobie	TQM	Updated to reflect Standards 2015