




# Privacy POLICY

Version Control	
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Policy owner:	CEG Training Partnerships & Adelaide Institute of Hospitality ('AIOH')
Authorised by:	Andrew Anninos
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Version:	3
This version:	This version replaces all previous Privacy Policies for CEG – Training Partnerships.
References:	<ul style="list-style-type: none"> <li>Standards for Registered Training Organisations (RTO's) 2015</li> <li>Commonwealth, State and Local Government Legislative and Regulatory Requirements</li> <li>Privacy Act 1988</li> <li>Privacy Amendment (Enhancing Privacy Protection) Act 2012</li> <li>Privacy Amendment (Notifiable Data Breach) Act 2017</li> <li>Student Identifiers Act 2014</li> <li>Student Identifiers Regulation 2014</li> <li>State training authority guidelines and legislation</li> </ul>
Related documents:	<ul style="list-style-type: none"> <li>050-TP-POL – Unique Student Identifier (USI) Policy</li> <li>004-TP-FRM - CEG TP Enrolment Pack – FFS</li> <li>005-TP-FRM - CEG TP Enrolment Pack – WR</li> <li>021-TP-REF - Student Handbook</li> <li>561-TP-REF – Privacy Statement</li> <li>564-TP-WIN – Privacy Work Instruction</li> <li>567-TP-REF - Data Breach Response Plan</li> </ul>
Relationship to Standards	
Standard 8	The RTO cooperates with the VET Regulator and is legally compliant at all times.
Clause 8.5	The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.
Approval	
Approved by:	Ahri Klobucar
Signature:	
Introduction/Overview	<p>The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014.</p> <p>The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.</p> <p>As a Registered Training Organisation (RTO) we are required to collect and record information about you, including your personal information. Your personal information is protected by the Privacy Act and 13 Australian Privacy Principles (APPs). Below is a brief explanation of how these principles relate to the personal information collected by CEG – Training Partnerships.</p>
Purpose	CEG – Training Partnerships ensures that it complies with the Privacy

	Act 1988 and with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.
Scope	This policy applies to all staff and contractors. The CEO is solely responsible for ensuring compliance with the regulatory and legislative requirements and effective implementation of this policy by the Compliance Manager under the close supervision of the CEO.
General Principles	
1.	<p><u>Australian Privacy Principle 1 – Open and transparent management of personal information</u></p> <p>When completing an enrolment form, information is provided to you about why we are collecting personal information and how your information will be used</p> <p>Our student handbook (available on our website) provides a written statement regarding the protection of your personal information. Copies of our student handbook or this Privacy policy can be requested free of charge by calling us on 1300 885 697.</p> <p>We invite your questions and concerns regarding your personal information. The Human Resources Manager is our Privacy Officer and can be contacted by calling 1300 885 697 or by email to <a href="mailto:stacey.drew@ceg.net.au">stacey.drew@ceg.net.au</a></p>
2.	<p><u>Australian Privacy Principle 2 – Anonymity and pseudonymity</u></p> <p>From January 1st 2014 it is mandatory that all RTO's collect and provide demographic and study information from all enrolling students. This information is provided to the National Centre for Vocational Education Research (NCVER) however, this information is provided separately to your personal information and therefore provides anonymity via how NCVER uses the collected data.</p> <p>This information may be provided directly or via the applicable state training authority.</p> <p>From January 1st 2015 onwards it is mandatory that every person undertaking nationally accredited training has a Unique Student Identifier (USI). This requirement prevents any RTO from accepting an enrolment in any name other than the legal name specified on the provided identification or associated with the provided USI number. For more information regarding the USI scheme you can visit: <a href="http://www.usi.gov.au/Pages/default.aspx">http://www.usi.gov.au/Pages/default.aspx</a>.</p> <p>For the above reasons it is not possible for an RTO to permit a student to remain anonymous or use a pseudonym.</p>
3.	<p><u>Australian Privacy Principle 3 – Collection of solicited personal information</u></p> <p>The collection of your personal information is necessary for RTO operations and required under the following legislation/policies:</p> <p>Student Identifiers Act 2014</p> <p>Standards for NVR Registered Training Organisations (RTO) 2015</p> <p>Student Identifiers Regulation 2014</p>

	<p>State training authority guidelines and legislation</p> <p>Sensitive information, such as your personal or financial situation is not generally essential so the recording of this type of information only occurs with your consent and if it is deemed necessary. For example, recording this information may be necessary to justify a request to delay or suspend your involvement in government funded or subsidised training or explain absences from scheduled classes.</p> <p>The information we collect will be mostly collected only from you. Some information may be provided to us from a government agency. For example, if you sign a contract of training and we are the appointed RTO we will receive a notification of the appointment. The collection of that personal information is subject to your informed consent when collected by that agency.</p>
4.	<p><u>Australian Privacy Principle 4 – Dealing with unsolicited personal information</u></p> <p>With the possible exception of information provided to us by a government agency specifically related to your enrolment/student records, CEG – Training Partnerships does accept or record unsolicited personal information.</p>
5.	<p><u>Australian Privacy Principle 5 – Notification of the collection of personal information</u></p> <p>When completing an enrolment form the enrolment form provides information regarding the collection of your personal information and how it is used.</p> <p>The Student Handbook also provides this information.</p>
6.	<p><u>Australian Privacy Principle 6 – Use or disclosure of personal information</u></p> <p>The personal information collected from you will only be used for the purpose it was collected. This means:</p> <p>If a copy of an identification document was collected solely for the purposes of establishing or verifying your Unique Student Identifier (USI) we will confidentially destroy and dispose of the received copy once the USI has been established.</p> <p>If evidence of entitlement for a concession discount was obtained, this information will only be provided to the funding body applicable however, details of your concessional entitlement will remain on file for the period we are required to hold it.</p> <p>We will not sell, provide or release your personal information to any other person, business or government agency unless we have your permission to do so, it is essential for your protection or that of others (e.g.: medical emergency whilst attending class) or it is required under law.</p>
7.	<p><u>Australian Privacy Principle 7 – Direct marketing</u></p> <p>We do not require your personal information for the purposes of direct marketing.</p>
8.	<p><u>Australian Privacy Principle 8 – Cross-border disclosure of personal information</u></p> <p>We will not provide your personal information to any person, entity or agency outside of Australia.</p>

9.	<p><u>Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers</u></p> <p>All students will be issued with a unique student number by the RTO. This number will not be your USI or any other government related identifier.</p>
10.	<p><u>Australian Privacy Principle 10 – Quality of personal information</u></p> <p>We will do all things reasonable to ensure your records remain accurate and up to date.</p> <p>We request that when your personal information changes that you contact us to update your records.</p>
11.	<p><u>Australian Privacy Principle 11 – Security of personal information</u></p> <p>The personal information we collect is recorded electronically on a database that is protected from correction or access through employment of reasonable security measures.</p> <p>Any hard copy records held by us remain secure by means of monitored alarm and physical access restrictions.</p> <p>Once we are no longer legally required to hold your personal information your records will be securely destroyed.</p>
12.	<p><u>Australian Privacy Principle 12 – Access to personal information</u></p> <p>You may request access to records held by us. Wherever possible, this access will be provided within 30 days of the request.</p> <p>Prior to providing this access we will take reasonable precautions to ensure the access is provided only to you.</p> <p>If you give permission for a third party to access your records we must first receive written authority from you to do so. This authority must clearly identify yourself by providing your full name, address and date of birth. It must also clearly identify the third party you are authorising access to and the reason why you are authorising the access.</p> <p>If a third party contacts us to request access to your records we will deny the access if there is no authorisation in place.</p> <p>Further to the above, if the requesting third party is a government agency we will first verify the agency's authority to access your information. This may be verified by contacting you directly to ask your permission or verifying that the requesting agency has authority under law.</p>
13.	<p><u>Australian Privacy Principle 13 – Correction of personal information</u></p> <p>If we believe your personal information is inaccurate or out of date we will contact you or your authorised representative to verify this and correct our records where necessary.</p> <p>If you believe the personal information that we hold is inaccurate, contact us so this can be updated. We will ask you to verify your identity and may request additional evidence.</p>
14.	<p><u>Privacy Complaints</u></p> <p>If you have an issue with how CEG-Training Partnerships has collected, managed, used or disclosed your personal information you can contact our Privacy Officer who will listen to you and discuss the best way to deal with it. If you wish to make a complaint, we will help you to complete any forms required. Each complaint received will be</p>

	<p>assessed by the Privacy Officer and the complainant advised of the results of that assessment. If you do not receive a response within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (see <a href="https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint">https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint</a>) for more details).</p> <p>The Human Resources Manager is our Privacy Officer and can be contacted by calling 1300 885 697 or by email to <a href="mailto:stacey.drew@ceg.net.au">stacey.drew@ceg.net.au</a></p>
15.	<p><b>Data Breaches</b></p> <p>In the event of a data breach, CEG will contain, assess, notify and review in accordance with our Data Breach Response Plan. In the event that a data breach may cause serious harm, the Office of the Australian Information Commissioner will also be notified.</p>
<b>Guidelines and Limitation</b>	
1.	<p>To facilitate the day to day implementation of this policy in the absence of the Chief Executive Officer, the Chief Executive Officer has delegated the implementation of the Privacy Policy to the Compliance Manager.</p>
<b>Additional information</b>	
	<p><i>Personal information</i> is information or an opinion, whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion</p>