**SUPPORTING DOCUMENT 20.3 – PRIVACY POLICY**

**Objective**
This policy describes the practices and procedures by which CLET will ensure compliance with the relevant privacy legislation to protect the personal information and right to privacy of those that are detailed within the policy. The policy outlines how we collect and deal with information from individuals. This policy is made available free of charge and is hosted on our website at [www.clet.edu.au](http://www.clet.edu.au)

**Applicable legislation**
This policy implements the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (‘APP’) which is outlined in Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth).

The Australian Privacy Principles replace the previous National Privacy Principles.

**Scope**
This policy applies to all personal and sensitive information collected by CLET in regard an individual.

*Individual persons;* means past and present staff, students and other members of CLET.

**Responsible parties**
The Director is responsible for the control and issuance of this policy (this may be delegated).

The Director has designated the duties and responsibilities contained within this policy to the Training Manager. Therefore, the training manager’s duty is to action this policy. The designated person is:

Kate Martin  
Email: info@clet.edu.au  
Phone: 1300 760 605

**Complaints and appeals**
If you have a complaint about our services in regards to privacy, please contact the Training Manager.

The Training Manager will provide an initial response to an individual’s query or complaint with 48 hours and will resolve the query or complaint within 10 working days from receipt of formal notice of complaint. However, if the individual is not satisfied with the response, they may appeal the decision.

If they are still not satisfied, they may contact the Australian Privacy Commissioner on 1300 363 992 or [http://www.oaic.gov.au/about-us/contact-us-page](http://www.oaic.gov.au/about-us/contact-us-page)
Security of individuals’ records
Individuals’ records are secured on our server with password and access level protection. Hard copies of records are locked in our archive room.

The Training Manager and Director maintain a list of staff approved for record access. Record access is only provided where the need has been approved in writing by the individual.

Procedure
CLET will ensure that it respects the privacy of individuals by implementing the Australian Privacy Principles.

The APP in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 sets out how private and public sector organisations should collect, use, keep secure and disclose personal information.

The principles give individuals a right to know why and how personal information is collected and to whom it will be disclosed. Within the provisions of the Act, CLET will provide individuals access to their information and update and correct or remove information if requested by the individual.

CLET will ensure it operates consistently with the APP and only collect the personal information that is necessary for the conduct of its business, and that it will use that information in the manner for which it was intended.

Review
The Director will review the policy annually or earlier. Should there be relevant amendments to the respective Act or changes to the operation of CLET or the educational environment, these changes will be analysed and reflected in the policy.

The Director will ensure that any updates of amendments to this policy will be provided to staff and current students.

Purpose of collecting information
The purposes for which CLET 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 CLET to discharge its duty of care.

The purposes for which CLET collects personal information of job applicants, staff members and contractors includes:

- satisfying legal obligations,
- insurance purposes,
- administering the individuals contract of employment.
Release of information
CLET must have the student’s permission in writing with reference to release of information, a form titled “Authority to Release Information” will need to be signed prior to the release of any information on behalf of a student or staff member.

CLET is required to ask for the staff members 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
CLET collects personal information from individuals solely for the purpose of operating as a RTO 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 CLET 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 into contact with CLET.

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 CLET’s student database.

Provision of information
Student or staff information will not be provided to anyone unless CLET has the permission from the student or staff member or is specifically required to provide the information by the authorisation of an Australian Law/Court order.

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; and
- Other information as authorised.
While students are undertaking the training program, there will be times when CLET and/or its Training Manager, Training Consultant, Business Development Consultant, Administration Officer may need to discuss the students program with internal CLET staff and the National VET Regulator – ASQA and/or the students employer.

**Access to information**
Under the Australian Privacy Principles, the student or staff member can access his/her personal information free of charge and may update, correct or delete inaccurate or outdated information about them.

By law there is certain information that a RTO must maintain for up to 30 years and so we are not at liberty to delete all data; you may clarify requests in this regard with the Training Manager.

Individuals requesting access to information about themselves will be identified and verified in the same way that a Bank verifies individuals identity when transacting by phone.

**Students**
Students will have access to all information held on them. CLET 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 student has given permission.

Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are enrolled students. Access may be requested at any time by email, or internal student message. Identity verification will occur.

**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 members who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are employed at CLET. If the person is no longer an employee of CLET, and they request access of information there will be no fee involved. The request must be made in writing and identity will be verified.

**Privacy principles**
CLET abides by the [Australian Privacy Principles](#) and will not pass on students or other staff member’s information to anyone in any way that may be considered as breaching the Australian Privacy Principles.