



RTO No 4116

## Information Privacy

### Purpose

Sunraysia Murray Group Training (SMGT) understands that privacy is a legal right and will at all times endeavour to respect that right and comply with all state and federal Laws in relation to student and employee privacy.

### Scope

The policy applies to SMGT in all its business operations and to staff engaged by SMGT.

### Definitions

Nil

### References

*Privacy Amendment (Enhancing Privacy Protection) Act 2012*

*Australian Privacy Principles*

*National Vocational Education and Training Regulator Act 2011*

*ASQA Standards for NVR Registered Training Organisations – SNR 17.4 & 20*

*National Standards for Group Training Organisations – Standard 7.2 & 7.4*

### Policy

1. SMGT will integrate the Australian Privacy Principles into all activities it conducts or those conducted on its behalf, and its general business practices.
2. An electronic copy of Sunraysia Murray Group Training's Privacy Policy is available via the SMGT website <http://www.smgt.com.au/> or in hard copy from Front Reception, upon request.

### Procedure

1. **Management of Personal Information**
2. Sunraysia Murray Group Training has a clearly expressed and up to date policy that details SMGT's open and transparent management of an individual's personal information.
3. **Collection of Information**
  - 3.1 The type of information we may collect and hold includes (but is not limited to) personal information about:
    - a. Officer of Group Training Companies (GTC's);
    - b. Officers of Federal and State Government agencies;
    - c. Host employers;
    - d. Suppliers and their employees;
    - e. Prospective employees, employees and contractors; and
    - f. Other people who come into contact with us.
  - 3.2 In general, the type of personal information SMGT collects and holds includes (but is not limited to):
    - a. Names;
    - b. Addresses;
    - c. contact details;

- d. date of birth;
- e. salary; and
- f. Other information which assists us in providing our services.

3.3 SMGT will typically collect personal information from completed forms, face to face meetings, interviews, business cards, telephone conversation, industry consultation, networking groups and social media.

3.4 SMGT may collect personal information from the web site [www.smgmt.com.au](http://www.smgmt.com.au) through receiving job applications and emails.

#### 4. **Student Information – (RTO Only)**

4.1 SMGT's enrolment and pre-training processes require the collection of personal information on its students. This information includes:

- a. Name and address
- b. Date of birth
- c. Marital and employment status
- d. Education achievement
- e. Ethnicity
- f. Residency/citizenship
- g. Sensitive information such as medical conditions or disabilities; bank account details, Centrelink numbers or references, Medicare number
- h. Victorian Student No.

4.2 The Chief Executive Officer (CEO) will update the Privacy Statement in the SMGT Enrolment Packs in accordance with the current version of the VET Student Statistical Collection Guidelines.

#### 5. **Disclosure and Use of Information**

5.1 SMGT may use and disclose personal information for the primary purpose of which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in other circumstances authorised by the Privacy Act.

5.2 SMGT will use and disclose an individual's personal information for the following purposes:

- a. The provision and marketing of SMGT's services;
- b. Communicating with clients, stakeholders and industry representatives;
- c. Compliance with legal obligations; and
- d. Assist in the management and enhancement of SMGT services and business operations.

SMGT may disclose your personal information to:

- e. Related companies;
- f. Other companies or individuals who assist SMGT in providing services or who perform functions on our behalf (such as mailing houses, consultants).

- g. Specific relevant Government Departments and other regulatory bodies, such as GTA Vic, ASQA, HESG etc
  - h. Our professional advisors, accountants and auditors;
  - i. Subsidiaries of SMGT or other organisations with which we are affiliated; and
  - j. Any other party who you may, in writing, request us to disclose your information to.
- 5.3 SMGT may also collect your personal information from these companies and individuals, in which case the information will be processed and managed in accordance with this Policy. Any unsolicited information received will be destroyed or de identified as soon as practicable or reasonable to do so.
- 5.4 Information obtained may be used to:
- a. Register individuals;
  - b. Allow communication or contact with individuals;
  - c. Manage and administer training and services including charging and collecting relevant fees;
  - d. Ensure individuals have access to appropriate resources and support to undertake training;
  - e. Marketing and advertising – with express written permission;
  - f. Report to relevant government departments and other regulatory or industry bodies, as required;
  - g. Participate in research and development projects.
- 5.5 SMGT will not use or disclose an individuals personal information for the purposes of direct marketing.
- 6. Sensitive Information**
- 6.1 Some personal information collected is sensitive in nature. Sensitive information includes: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, and health information about an individual.
- 6.2 Sensitive information will be used and disclosed only for the purpose for which it was provided or directly related secondary purposes, unless agree otherwise, or where certain other limited circumstances apply (e.g. where required by law).
- 7. Employee Information**
- 7.1 Personal information will be obtained from employees on acceptance of a position with SMGT.
- 7.2 Employee data will be obtained for the purposes of payroll and to comply with taxation and other legislative requirements.
- 7.3 Employee files will be maintained and stored in accordance with the Privacy Act requirements in the HR Department.
- 8. Access to Information**
- 8.1 Subject to exceptions set out in the Privacy Act, individuals may gain access to the personal information which SMGT holds about them.
- 8.2 Individuals must verify their identity and specify the information required. A fee may be charged for providing access and SMGT will advise of the likely cost in advance.

- 8.3 Individuals may authorise another party to gain access to their personal information including pay details by submitting a signed Authority to Release Information form to Business Support Services.

## 9. Storage & Security

- 9.1 SMGT will endeavour to maintain the privacy and security of an individual's personal information (refer HR – Records Management Policy in Related Documents).
- 9.2 The following security measures are currently in place:
- a. Storing electronic information on a secure server with restricted access; and
  - b. Storing paper based documents securely on the alarmed SMGT premises.

## 10. Confidential Information

- 10.1 SMGT will make all reasonable efforts to protect confidential information received from individuals, Government departments, partner organisations and companies during the course of its business operations. This information will not be disclosed without the prior consent of the individual or authorised representative acting on behalf of their organisation.

## 12. Privacy Principles

SMGT will follow the thirteen (13) Australian Privacy Principles in the handling of personal information of individuals, being:

1. Open and transparent management of personal information – Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.
2. Anonymity and pseudonymity – Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
3. Collection of solicited personal information – Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.
4. Dealing with unsolicited personal information – Outlines how APP entities must deal with unsolicited personal information.
5. Notification of the collection of personal information – Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.
6. Use or disclosure of personal information – Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.
7. Direct Marketing – An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.
8. Cross-border disclosure of personal information – Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.
9. Adoption, use or disclosure of government related identifiers – Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.
10. Quality of personal information – An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
11. Security of personal information – An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised

access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

12. Access to personal information – Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.
13. Correction of personal information – Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

### Document Review

The CEO is responsible for the administration and review of this document.

### Related Documents

Policies:        *HR – Governance*  
                      *HR – Governance in VET*  
                      *HR – Compliance with Legislation*  
                      *HR – Records Management*

Procedures:    *GEN – Records-Business Administration*

Forms:            *HR – Employee Personal Details*  
                      *GEN – Enrolment Pack*  
                      *GEN – Enrolment Pack Short Course*  
                      *GEN – Access to Release Information*