

Privacy Policy

1. Purpose

To ensure AIST maintains the privacy of personal information provided by staff, clients and participants.

2. Scope

This policy describes how AIST will comply with the *Commonwealth Privacy Act 1988* and National Privacy Principles in the way it collects, uses, secures and discloses personal information.

3. Procedure

3.1 Data Collection

In order to provide training and assessment services AIST must collect personal information from staff and clients. This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected includes:

- | | |
|--------------------------------|--|
| a) Name | h) Level of English spoken |
| b) Address | i) Disability information |
| c) Contact details (telephone) | j) Highest secondary schooling completed |
| d) Date of Birth | k) Other qualifications completed |
| e) Gender | l) Current employment status |
| f) Country of birth | m) Indigenous Status |
| g) Language spoken at home | |

AIST will only collect personal information by fair and lawful means.

The enrolment form completed by clients contains a disclaimer outlining why the personal information is collected and how it is to be used. Clients are required to sign the disclaimer as their agreement to the use of their personal information.

3.2 Use and Disclosure

The information collected for the purpose disclosed at the time of collection will not be used for any other purpose without first obtaining consent from the client or participant, unless authorised or required by law.

We will only use and disclose personal information to:

- Establish and maintain client and participant relationships
- Provide the products and services as required by the client and participant
- Administer and manage those products and services
- Report to state/territory registering bodies in relation to training services provided

3.3 Agents, Contractors and Other Third Parties

Our agents, contractors and other third parties, who require personal information to provide a legitimate service, are also bound by these terms of privacy to ensure that client and participant personal information remains protected at all times.

4. Use of Internet

The internet may be used to transmit client and participant's personal information from delivery sites to other sites and to state registering bodies. Security of data transmitted to state and territory registering bodies is managed by the respective bodies and we have taken all reasonable steps to protect and secure personal information when using the internet.

5. Data Quality

We will ensure that personal information is accurate, complete and up-to-date. Clients and participants are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting and informing us of any changes.

6. Access to Records

Client and participant personal information is available through the operations manager via submission of an Access Authorisation Form. Access to personal information will be controlled at all times, and will only be provided if written consent is obtained by the client or participant or is required to be disclosed by law.

Depending on the nature of the request, we will endeavour to respond within 5 working days.

7. Privacy Concerns

Clients are able to raise any concerns they may have regarding personal information handling practices by contacting our administration staff.

8. Policy Statement

We will have on display the following policy statement for clients and participants.

“We will not disclose any information that we gather about our staff, clients or participants to any third party. We use the information collected only for the services we provide. No staff, client or participant information is shared with another organisation. If staff, client or participant information is required by a third party we will obtain written consent from the relevant staff, client or participant prior to release of any information.

Clients or staff requiring access to their information should complete an Access Authorisation Form and submit this to Administration.”